Mountain Plains States Consortium
WIC System Project

DETAILED FUNCTIONAL DESIGN DOCUMENT

CS 2 CLINIC SERVICES ACTIVITY SCREENS

Presented to:

Revision Date: January 7, 2011

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CO Contract #WIC0601052
CIBER Project #CODPH00201

Document Revisions

Revision Date	Updated By	Requested By	Description of Revision

Table of Contents

1 Activity

The options under the Activity branch node allow users view appointment history and auto-dialer history, to transfer families, retrieve participants, conduct surveys, and add to customer service log, participant violations, and administrative hearing screens.

1.1 Appointment History

The Appointment History screen lists all past and future appointments for each participant in the family. If the Clinic utilizes an auto-dialer, the user can review data on this screen when there are issues or concerns about the appointment reminder calls being made.

> Activity > Appointment History

<Family Header (See CS Overview)>

Appointment History

Date Time	Person ID	Participant Name	Category	Appt. Type	Appt. Status	Resch. Reason	Column	LA-Clinic
02/28/2007 10:00 AM	1133069	Mollie J Lyon	Infant	Nutrition Class	No Show		Nutr Ed	31-1
02/28/2007 10:00 AM	094862	Sally Sue Lyon	Breastfeeding	Nutrition Class	No Show		Nutr Ed	31-1
04/21/2006 02:20 PM	094862	Sally Sue Lyon	Pregnant	Certification	Rescheduled	Sick	CPA 1	31-1

Appointment History

File Date	Result	Phone	Response
02/25/2007	No Answer	555-777-7654	
02/25/2007	No Answer	555-777-7654	
04/17/2006	Answer	555-678-4323	

<table>
<tr><th>Control</th><th colspan="4">Description</th></tr>
<tr><td rowspan="4">Appointment History</td><td colspan="4">A read-only data grid which displays a list of past and future WIC appointments for the selected Family.</td></tr>
<tr><td>Type</td><td colspan="3">Read Only Data Grid</td></tr>
<tr><td>Display Only</td><td>Yes</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">Appointment.ID</td></tr>
</table>

Control	Description			
Date Time	The date and time of the Appointment.			
	Type	Text Box		
	Required	NA		
	Length	NA		
	Validation	Mask of mm/dd/yyyy hh:mm AM or PM		
	Display Only	Yes	**Calculated**	No
	DB Column	Appointment.StartTime		
Person ID	The Person ID of the participant.			
	Type	Text Box		
	Required	NA		
	Length	9		
	Validation	Mask of ZZZZZZZZ9		
	Display Only	Yes	**Calculated**	No
	DB Column	FamilyMember.FFMemberID		
Participant Name	The concatenated Name of the Participant.			
	Type	Text Box		
	Required	NA		
	Length	Concatenate name fields display first 60 characters.		
	Validation	NA		
	Display Only	Yes	**Calculated**	No
	DB Column	FamilyMember.FirstName, FamilyMember.MiddleName, FamilyMember.LastName, FamilyMember.LastNameSuffix		
Category	Indicates the participant's category at the time of the appointment date.			
	Type	Text Box		
	Required	NA		
	Length	17		
	Validation	NA		
	Display Only	Yes	**Calculated**	Yes
	DB Column	ParticipantType.ParticipantTypeCD		

<table>
<tr><th>Control</th><th colspan="4">Description</th></tr>
<tr><td rowspan="7">Appt. Type</td><td colspan="4">The reason the Participant came in (or is scheduled) for an appointment.</td></tr>
<tr><td>Type</td><td colspan="3">Text Box</td></tr>
<tr><td>Required</td><td colspan="3">NA</td></tr>
<tr><td>Length</td><td colspan="3">18</td></tr>
<tr><td>Validation</td><td colspan="3">NA</td></tr>
<tr><td>Display Only</td><td>Yes</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">Appointment.TypeCd
This code element is editable but these installed values are non-editable.
Certification
Recertification
Note: For the current auto-dialer system in UT to work, the following appointment type codes must be installed by the state:
Cert
Re Cert
Mid-cert
Follow
FI
Educate
If Appointment.AppointmentTypeCd = ‘0’ (for WIC Appointment), display WIC Appointment + the value in AppointmentParticipant.AppointmentTypeCd.
If Appointment Type = NEDC, display Nutrition Education Class.</td></tr>
</table>

<table>
<tr><th>Control</th><th colspan="4">Description</th></tr>
<tr><td rowspan="6">Appt. Status</td><td colspan="4">The status of the appointment set by the user or the system.
For a WIC appointment, when status is set by the user to Arrived, Seen, Cancelled, No Show, Rescheduled, or Mass Rescheduled, those same statuses are displayed as the Appt. Status.
For a WIC appointment, the system may set the appointment status to Scheduled, Rescheduled, Mass Scheduled, Mass Rescheduled, or Seen. These statuses are displayed as the Appt. Status.
For a Nutrition Education class, when the status is set to Attended, Not Attended, or Refused, those same statuses are displayed as the Appt. Status.</td></tr>
<tr><td>Type</td><td colspan="3">Text Box</td></tr>
<tr><td>Required</td><td colspan="3">NA</td></tr>
<tr><td>Length</td><td colspan="3">16</td></tr>
<tr><td>Validation</td><td colspan="3">NA</td></tr>
<tr><td>Display Only</td><td>Yes</td><td>Calculated</td><td>No</td></tr>
</table>

Control	Description			
	DB Column	AppointmentParticipant.AppointmentStatusCd If AppointmentParticipant.AppointmentTypeCd = WIC, then use Code ID = Appointment Status to determine the English description to display. If AppointmentParticipant.AppointmentTypeCd = NEDC, then use Ntr Ed App Status to determine the English description to display. For WIC Appointments Appointment Status This code element is non-editable. The installed values are: Scheduled Arrived Seen No Show Cancelled Rescheduled Mass Rescheduled Mass Scheduled For Nutrition Education Class Appointments Ntr Ed App Status This code element is non-editable. The installed values are: Attended Not Attended Refused		
Resch. Reason	This is the reason that an appointment was Rescheduled or Mass Rescheduled.			
	Type	Text Box		
	Required	NA		
	Length	30		
	Validation	NA		
	Display Only	Yes	**Calculated**	No
	DB Column	Appointment.RescheduleReason		

Control	Description			
Column	The name of the column in Scheduler in which the appointment was (or is) scheduled. If staff member is used as the column name, then this would indicate the staff member who saw the Participant.			
	Type	Text Box		
	Required	NA		
	Length	NA		
	Validation	NA		
	Display Only	Yes	**Calculated**	No
	DB Column	Apt_ID +Resource_ID (use Displaytext field for the Column name)		
LA-Clinic	The Local Agency-Clinic where the appointment occurred (or is scheduled).			
	Type	Text Box		
	Required	NA		
	Length	7		
	Validation	NA		
	Display Only	Yes	**Calculated**	No
	DB Column	LocalAgency.FFLocalAgencyID, ClinicSchedule.ClnID		
File Date	This is the date the auto-dialer call file was generated.			
	Type	Text Box		
	Required	NA		
	Length	8		
	Validation	Mask of mm/dd/yyyy		
	Display Only	Yes	**Calculated**	No
	DB Column	Appointment.AutoDialFileDt		

<table>
<tr><th>Control</th><th colspan="4">Description</th></tr>
<tr><td rowspan="7">Result</td><td colspan="4">This is the result of the auto-dialer call from the file.</td></tr>
<tr><td>Type</td><td colspan="3">Text Box</td></tr>
<tr><td>Required</td><td colspan="3">NA</td></tr>
<tr><td>Length</td><td colspan="3">13</td></tr>
<tr><td>Validation</td><td colspan="3">NA</td></tr>
<tr><td>Display Only</td><td>Yes</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">Appointment.AutoDialResult
Note: For the current auto-dialer system in UT to work, the following result values must be installed by the state:
Answered
Ans machine
Bad phone
Busy
Early hang up
Error
Fax
No answer
No ring
No tone
Not yet dial
Operation
No call
Others</td></tr>
<tr><td rowspan="7">Phone</td><td colspan="4">This is phone number that the auto-dialer was using.</td></tr>
<tr><td>Type</td><td colspan="3">Text Box</td></tr>
<tr><td>Required</td><td colspan="3">NA</td></tr>
<tr><td>Length</td><td colspan="3">10</td></tr>
<tr><td>Validation</td><td colspan="3">Mask of (999) 999-9999</td></tr>
<tr><td>Display Only</td><td>Yes</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">Appointment.AutoDialPhoneNr</td></tr>
</table>

<table>
<tr><th>Control</th><th colspan="4">Description</th></tr>
<tr><td rowspan="8">Response</td><td colspan="4">This is the response from the auto-dialer contact.</td></tr>
<tr><td>Type</td><td colspan="3">Text Box</td></tr>
<tr><td>Required</td><td colspan="3">NA</td></tr>
<tr><td>Length</td><td colspan="3">12</td></tr>
<tr><td>Validation</td><td colspan="3">NA</td></tr>
<tr><td>Display Only</td><td>Yes</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">Appointment.AutoDialResponse
Note: For the current auto-dialer system in UT to work, the following result values must be installed by the state:
Confirmed
No Response
Can't Attend
Wrong number</td></tr>
</table>

Business Rules
Family Header Rule 1. Display Family Header information in the Tool Bar. **General Business Rules** 2. Grid displays all past and future appointments for each participant in the family. (This includes all statuses of appointments.) 3. Grid is sorted by Date Time (descending), Participant Last Name (ascending), Participant First Name (ascending). 4. File Date, Result, Phone and Response columns are present only if the CClinic.AutoDialerIn for the clinic in which the family is assigned is marked on the Clinic Details screen. 5. The following fields are supplied by the interface with the auto-dialer system for WIC appointment only: File Date, Result, Phone, and Response. These fields are written over if there is updated data for a given appointment. Earlier history of the File Date, Result, Phone, and Response are not saved. 6. The Category displayed is based on the participant category of the participant at the time of the appointment date.

Developer Notes
1. Format of LA-Clinic: [Local Agency ID] - [Clinic ID]

1.2 Transfer Family

The Transfer Family screen is where clinic staff can transfer a family from a clinic where they do not have update authority to a clinic where they do.

The initial view of the transfer family screen is the most recent transfer record for the currently selected family. If the family has never been transferred to another clinic or agency, the screen will reflect the original agency, clinic and date that the family was established.

If state policy requires that Proof of ID and/or Proof of Residency is provided before an in state transfer can occur, this information is recorded on the Identity and Income/Residency screens.

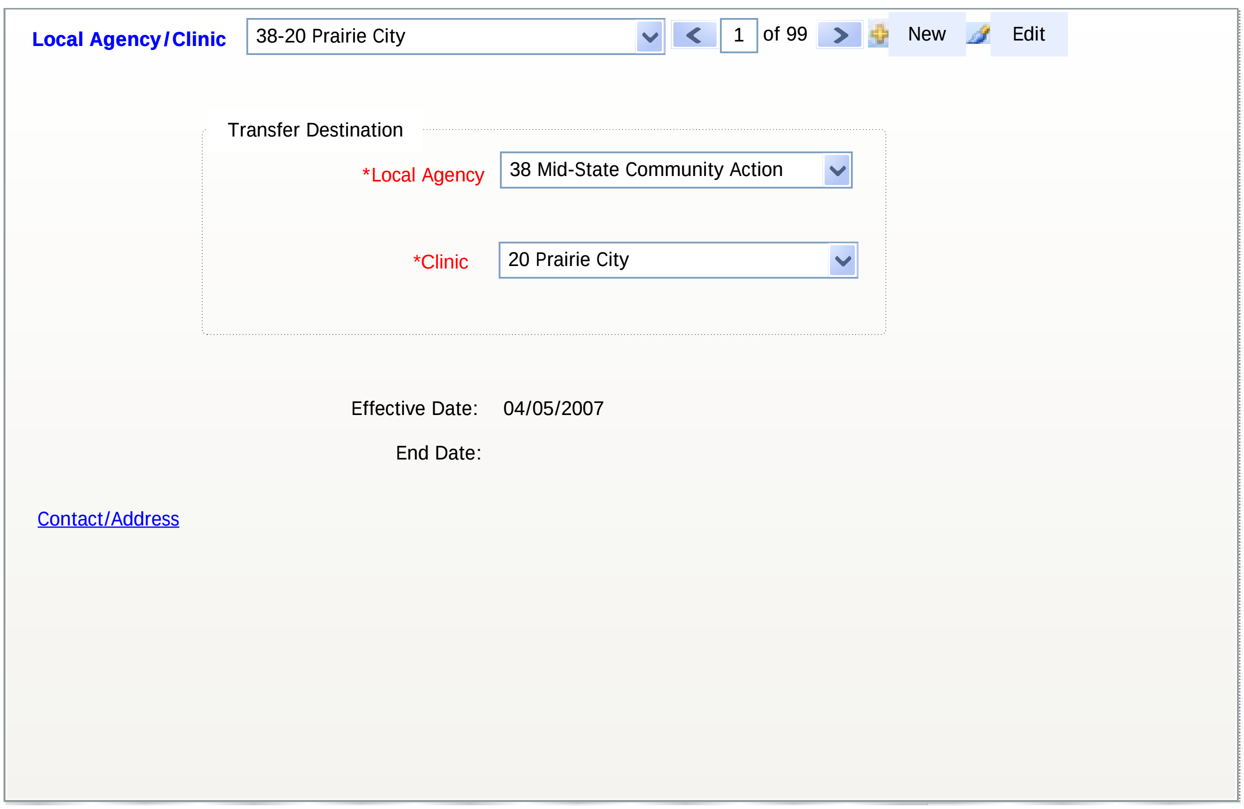
For states with EBT cards, all cards associated with the family's economic units are included in this transfer process.

> Activity > Transfer Family

Or

> Search > Click on Person ID or Family ID for a family to which the user does not have view or update security access

<Family Header (See CS Overview)>



Control	Description	
New	Clicking the New button creates a new Transfer Family record. The Effective Date defaults to today's date and cannot be updated.	
	Type	Command Button
	Hot Key	Alt + N
Edit	Clicking the Edit button allows the user to update transfer information.	
	Type	Command Button
	Hot Key	Alt + T
Local Agency/Clinic	This is the record selector for the past agencies/clinics for this family. The drop-down and spin control allow selection of historical transfer family records. The default display selection is the agency/clinic where the family is currently assigned.	
	Type	Record Selector
	Contents	Agency#-Clinic#
	DB Column	Clinic.ClnFFClinicID LocalAgency.FFLocalAgencyID
Transfer Destination	When viewing a record— This group box displays the agency and clinic associated with the currently selected Agency/Clinic record selector. On New record— This group box allows the user to select the agency and clinic to which the family is transferred.	
Transfer Destination - Local Agency	When viewing a record— This is the agency associated with the currently selected Agency/Clinic record selector. On New record— This field contains the list of agencies where the user has data update rights for the Family screen. These are the only agencies the user may transfer the family to. In addition to the DB column, the user's security is used to populate the agency list box.	
	Type	List Box
	Required	Yes
	DB Column	LocalAgency.FFLocalAgencyID
	Code ID	LocalAgency table lookup (FFLocalAgencyID field)

<table>
<tr><th>Control</th><th colspan="4">Description</th></tr>
<tr><td rowspan="5">Transfer Destination - Clinic</td><td colspan="4">When viewing a record—
This is the clinic associated with the currently selected Agency/Clinic record selector.
On New record--
This field contains the list of clinics where the user has data update rights for the Family screen. These are the only clinics the user may transfer the family to. In addition to the DB column, the user’s security is used to populate the clinic list box.</td></tr>
<tr><td>Type</td><td colspan="3">List Box</td></tr>
<tr><td>Required</td><td colspan="3">Yes</td></tr>
<tr><td>DB Column</td><td colspan="3">Clinic.ClnFFClinicID</td></tr>
<tr><td>Code ID</td><td colspan="3">Clinic table lookup (ClnFFClinicID field)</td></tr>
<tr><td rowspan="5">Effective Date</td><td colspan="4">When viewing a record--
This is the date that this family joined the Agency/Clinic displayed in the record selector.
On New record--
This is the date the family will be transferred to a new agency/clinic. This date defaults to today’s date and cannot be updated.</td></tr>
<tr><td>Type</td><td colspan="3">Text Box</td></tr>
<tr><td>Required</td><td colspan="3">No</td></tr>
<tr><td>Display Only</td><td>Yes</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">FamilyClinic.EffectiveDt</td></tr>
<tr><td rowspan="7">End Date</td><td colspan="4">When viewing a record—
If the family has never been transferred, this field remains blank.
If the family has been transferred, this date represents the last date that the family was associated with a different agency/clinic.
On New record—
On the new Transfer record, this field is blank.
On the previous Transfer record, this field is filled with a date equal to the Effective Date minus one day of the previous record.</td></tr>
<tr><td>Type</td><td colspan="3">Text Box</td></tr>
<tr><td>Required</td><td colspan="3">NA</td></tr>
<tr><td>Length</td><td colspan="3">NA</td></tr>
<tr><td>Validation</td><td colspan="3">Mask of mm/dd/yyyy</td></tr>
<tr><td>Display Only</td><td>Yes</td><td>Calculated</td><td>Yes</td></tr>
<tr><td>DB Column</td><td colspan="3">FamilyClinic.EffectiveDt</td></tr>
</table>

<table>
<tr><th>Control</th><th colspan="4">Description</th></tr>
<tr><td rowspan="2">Contact/Address</td><td colspan="4">This link allows the user to move to the Contact/Address screen on the completion of the transfer. The transfer screen closes and the Contact/Address screen is opened.</td></tr>
<tr><td>Type</td><td colspan="3">Link</td></tr>
<tr><td rowspan="7"><Last Modified By User and Date></td><td colspan="4">In the lower right-hand corner, the user and the date of the creation of a family clinic record are displayed.</td></tr>
<tr><td>Type</td><td colspan="3">Text Box</td></tr>
<tr><td>Required</td><td colspan="3">NA</td></tr>
<tr><td>Length</td><td colspan="3">NA</td></tr>
<tr><td>Validation</td><td colspan="3">Mask of ‘firstname lastname mm/dd/yyyy’</td></tr>
<tr><td>Display Only</td><td>Yes</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">FamilyClinic.ModifyStfpID +
FamilyClinic.ModifyDt</td></tr>
</table>

Business Rules

Family Header Rule

1. Display Family Header information in the Tool Bar.

General Business Rules

2. The New and Edit buttons are enabled if the user has data update rights for the Family screen for at least one local agency/clinic.
3. The Edit button utilizes Today functionality.
4. If Educator defined, make field blank on transfer of the family.
5. If BF Peer Counselor assigned, make field blank on transfer of the family.
6. If the user attempts to move away from this family (go search for another family, go issue benefits for another family, etc.), the user is prompted with a Save confirmation message if any family data has been updated. Required fields are validated.
7. Disable the Contact/Address link until required field edits are passed on this screen.
8. Update the Family Header with the new Local Agency-Clinic information when Local Agency, Clinic, and Effective Date have all been completed and the Effective Date is today or in the past.
9. Update the user’s access to data based on the Local Agency-Clinic change when Local Agency, Clinic, and Effective Date have all been completed and the Effective Date is today or in the past.
10. End Date is not displayed on the record with the most current Effective Date.
11. Do not allow Edit of a FamilyClinic record that has been end-dated.
12. If a new local agency and clinic are selected on the Transfer Family screen, then reinitialize the security for the family. This enables the other Family screens to which the user has security rights.

Developer Notes
1. When New is clicked, do the following: a. Create a FamilyClinic Record. b. Clear the BF PC assigned to the family. c. Clear the Educator assigned to the family. 2. This business object needs implemented so there is full access across the state. 3. Effective Dates and End Dates represent a contiguous time period.

1.3 Retrieve Participant

The Retrieve Participant option is used to access an individual participant already in the application database that needs to be brought into a different, but already existing WIC benefit family.

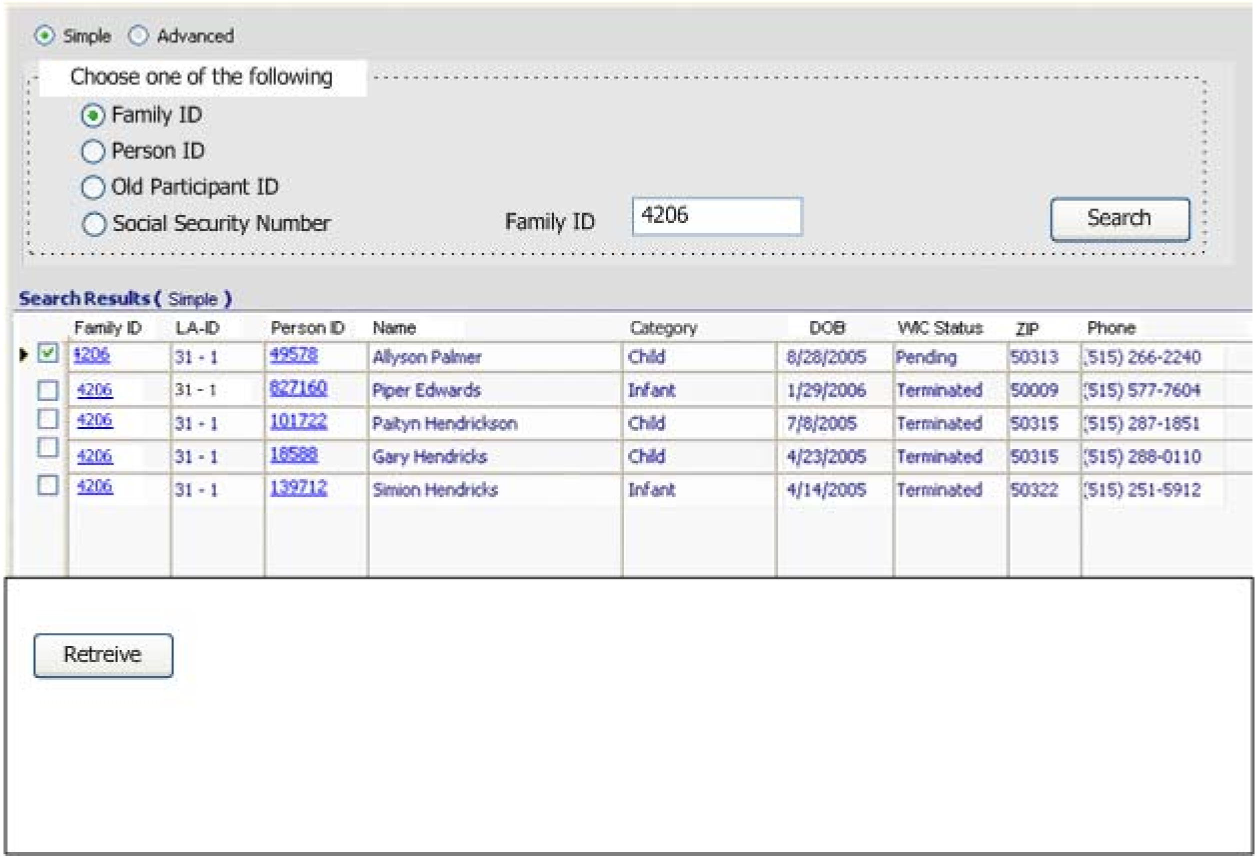
On this screen, search criteria are entered and a search is initiated. The search results are displayed in the Search Results grid. The user places a check mark by the row with the Family ID or Person ID link of the appropriate participant to move them from the family they are currently in to the new family (which the user has open).

When the participant's relationship with the new family is saved, the system automatically ends their relationship with the old family, removing them from that family. The end of a relationship is signified by the creation of an End Date on the relationship record with the old family. The new family contains the retrieved participant's data in the Family Member History pop-up.

For states with EBT cards, if a participant is a foster child (economic unit) then the card is included in this move process. If a participant is not a foster child, then per state policy, the clinics involved with these families will need to notify each family to bring in their card so that each can go through the re-issuance of benefits process which allows that participants benefits to be added or removed according to their food package and limited capability regarding matching against purchases.

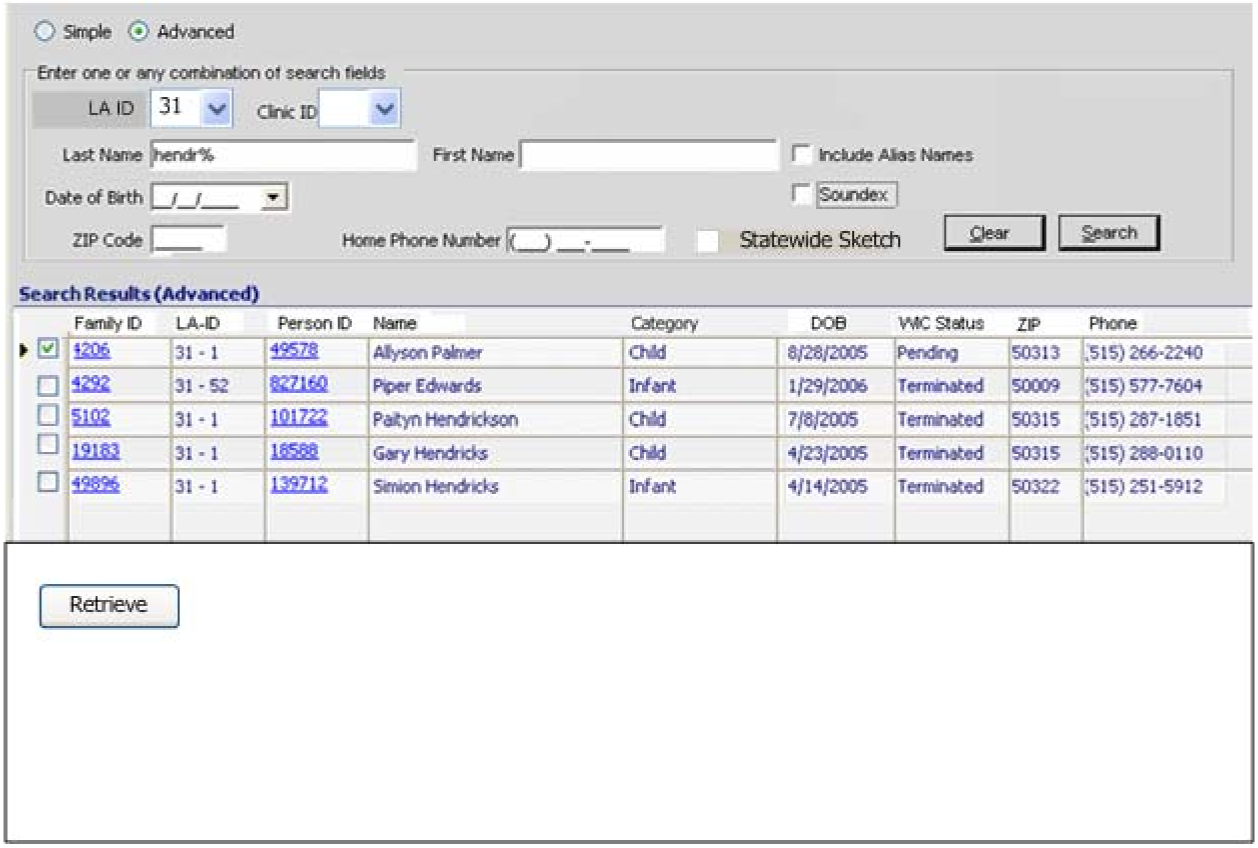
> Activity > Retrieve Participant

<Family Header (See CS Overview)>



> Activity > Retrieve Participant

<Family Header (See CS Overview)>



Control	Description	
Simple	This radio button allows the user to view and utilize Simple search criteria.	
	Type	Radio Button
	Required	Yes, either Simple or Advanced
	DB Column	NA
Advanced	This radio button allows the user to view and utilize Advanced search criteria.	
	Type	Radio Button
	Required	Yes, either Simple or Advanced
	DB Column	NA

<table>
<tr><th>Control</th><th colspan="2">Description</th></tr>
<tr><td rowspan="4">Simple - Choose one of the following - Family ID</td><td colspan="2">Select this radio button to search by Family ID.</td></tr>
<tr><td>Type</td><td>Radio Button</td></tr>
<tr><td>Required</td><td>No</td></tr>
<tr><td>DB Column</td><td>BenefitFamily.FFFamilyID</td></tr>
<tr><td rowspan="4">Simple - Choose one of the following - Person ID</td><td colspan="2">Select this radio button to search by Person ID.</td></tr>
<tr><td>Type</td><td>Radio Button</td></tr>
<tr><td>Required</td><td>No</td></tr>
<tr><td>DB Column</td><td>FamilyMember.FFMemberID</td></tr>
<tr><td rowspan="4">Simple - Choose one of the following - Old Participant ID</td><td colspan="2">Select this radio button to search by an Old Participant ID. A parameter determines whether or not this search criterion is displayed.</td></tr>
<tr><td>Type</td><td>Radio Button</td></tr>
<tr><td>Required</td><td>No</td></tr>
<tr><td>DB Column</td><td>FamilyMember.OldMemberID</td></tr>
<tr><td rowspan="4">Simple - Choose one of the following - Social Security Number</td><td colspan="2">Select this radio button to search by Social Security Number. A parameter determines whether or not this search criterion is displayed. A full SSN number must be entered if this criterion is to be used. A parameter determines whether or not this search criterion is displayed.</td></tr>
<tr><td>Type</td><td>Radio Button</td></tr>
<tr><td>Required</td><td>No</td></tr>
<tr><td>DB Column</td><td>Participant.SSN</td></tr>
</table>

Control	Description			
Simple - Search Criteria Entry Field	This is where the search criterion is keyed. The label for this control updates to that of the selected radio button (Family ID, Person ID, Old Participant ID, or Social Security Number).			
	Type	Text Box		
	Required	Yes		
	Length	Family ID = 9 Person ID = 9 Old Participant ID = 11 Social Security Number = 9, Mask of 999-99-9999		
	Validation	Numeric		
	Display Only	No	**Calculated**	No
	DB Column	NA		
Simple – Choose one of the following - Search	Clicking the Search button initiates a search using the entered selection criteria.			
	Type	Command Button		
	Hot Key	Alt + S		
Advanced - Enter one or any combination of search fields - LA ID	This is a list box of all of the active agencies in the state.			
	Type	List Box		
	Required	No		
	DB Column	LocalAgency.FFLocalAgencyID		
	Code ID	LocalAgency table lookup		
Advanced - Enter one or any combination of search fields - Clinic ID	This is a list box of all of the active clinics within the selected local agency. No selection is possible until an Agency has been selected.			
	Type	List Box		
	Required	No		
	DB Column	Clinic.FFClinicID		
	Code ID	Clinic table lookup		

Control	Description			
Advanced - Enter one or any combination of search fields - Last Name	Enter a last name to search for participants with a specific last name.			
	Type	Text Box		
	Required	No		
	Length	30		
	Validation	NA		
	Display Only	No	**Calculated**	No
	DB Column	FamilyMember.LastName		
Advanced - Enter one or any combination of search fields - First Name	Enter a first name to search for participants with a specific first name.			
	Type	Text Box		
	Required	No		
	Length	30		
	Validation	NA		
	Display Only	No	**Calculated**	No
	DB Column	FamilyMember.FirstName		
Advanced - Enter one or any combination of search fields - Include Alias Name	Select the Include Alias Name checkbox to include the participants' alias names in the search.			
	Type	Checkbox		
	Display Only	No	**Calculated**	No
	DB Column	FMAlias.FirstName and FMAlias.MiddleName and FMAlias.LastName and FMAlias.LastNameSuffix		
Advanced - Enter one or any combination of search fields - Date of Birth	Enter a date of birth to search for participants with a specific date of birth.			
	Type	Date Picker		
	Required	No		
	Display Only	No	**Calculated**	No
	DB Column	Participant.BirthDt		

<table>
<tr><th>Control</th><th colspan="4">Description</th></tr>
<tr><td rowspan="4">Advanced - Enter one or any combination of search fields - Soundex</td><td colspan="4">Select the Soundex check box to execute a search in which the only search criterion is the first four characters of the last name</td></tr>
<tr><td>Type</td><td colspan="3">Checkbox</td></tr>
<tr><td>Display Only</td><td>No</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">NA</td></tr>
<tr><td rowspan="7">Advanced - Enter one or any combination of search fields - ZIP Code</td><td colspan="4">Enter a ZIP code to search for participants living at a specific ZIP code. This must be a complete ZIP code.</td></tr>
<tr><td>Type</td><td colspan="3">Text Box</td></tr>
<tr><td>Required</td><td colspan="3">No</td></tr>
<tr><td>Length</td><td colspan="3">5</td></tr>
<tr><td>Validation</td><td colspan="3">Numeric and Complete</td></tr>
<tr><td>Display Only</td><td>No</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">FamilyAddress.ZipCode</td></tr>
<tr><td rowspan="7">Advanced - Enter one or any combination of search fields - Home Phone Number</td><td colspan="4">Enter a home phone number to search for a participant with a specific phone number.</td></tr>
<tr><td>Type</td><td colspan="3">Text Box</td></tr>
<tr><td>Required</td><td colspan="3">No</td></tr>
<tr><td>Length</td><td colspan="3">10</td></tr>
<tr><td>Validation</td><td colspan="3">Numeric and Complete</td></tr>
<tr><td>Display Only</td><td>No</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">BenefitFamily.HomePhoneNr and BenefitFamily.HomePhoneAreaCd</td></tr>
<tr><td rowspan="4">Advanced - Enter one or any combination of search fields - Statewide Sketch</td><td colspan="4">This is an indicator that allows the user to limit the search results to only those people in the database that have a WIC Status (current or past participants).</td></tr>
<tr><td>Type</td><td colspan="3">Checkbox</td></tr>
<tr><td>Display Only</td><td>No</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">StatewideList</td></tr>
</table>

<table>
<tr><th>Control</th><th colspan="4">Description</th></tr>
<tr><td rowspan="3">Advanced - Enter one or any combination of search fields - Clear</td><td colspan="4">Clicking the Clear button clears all search criteria.</td></tr>
<tr><td>Type</td><td colspan="3">Command Button</td></tr>
<tr><td>Hot Key</td><td colspan="3">Alt + L</td></tr>
<tr><td rowspan="3">Advanced - Enter one or any combination of search fields - Search</td><td colspan="4">Clicking the Search button after entering search criteria allows the search results to be displayed.</td></tr>
<tr><td>Type</td><td colspan="3">Command Button</td></tr>
<tr><td>Hot Key</td><td colspan="3">Alt + S</td></tr>
<tr><td rowspan="3">Search Results (Simple) or Search Results (Advanced)</td><td colspan="4">A read-only data grid listing the search results for the criteria entered by the user. This data grid is sortable by each of the column headings. By default, the grid is sorted by Family ID and then Last Name and then Participant First Name.</td></tr>
<tr><td>Type</td><td colspan="3">Read-Only Data Grid</td></tr>
<tr><td>Display Only</td><td>Yes</td><td>Calculated</td><td>No</td></tr>
<tr><td rowspan="4">Search Results (Simple) or Search Results (Advanced) - unlabeled</td><td colspan="4">When this check box is marked and the Retrieve button is clicked, the retrieve participant process is initiated. See Retrieve button control for further details.</td></tr>
<tr><td>Type</td><td colspan="3">Check Box</td></tr>
<tr><td>Display Only</td><td>No</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">NA</td></tr>
<tr><td rowspan="2">Search Results (Simple) or Search Results (Advanced) - Family ID</td><td colspan="4">The Family ID of the participant matching the search criteria. Hyperlink to the statewide sketch for the participant. See the Statewide Sketch section of the CS 0 Clinic Services Overview DFDD for more information.</td></tr>
<tr><td>Type</td><td colspan="3">Hyperlink, Length = 9</td></tr>
<tr><td rowspan="7">Search Results (Simple) or Search Results (Advanced) - LA-Clinic</td><td colspan="4">The Local Agency-Clinic of the participant matching the search criteria.</td></tr>
<tr><td>Type</td><td colspan="3">Text Box</td></tr>
<tr><td>Required</td><td colspan="3">NA</td></tr>
<tr><td>Length</td><td colspan="3">7</td></tr>
<tr><td>Validation</td><td colspan="3">Mask of Z9-ZZZZ9</td></tr>
<tr><td>Display Only</td><td>Yes</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">Clinic.FFLocalAgencyID -
Clinic.FFClinicID</td></tr>
</table>

<table>
<tr><th>Control</th><th colspan="4">Description</th></tr>
<tr><td rowspan="2">Search Results (Simple) or Search Results (Advanced) - Person ID</td><td colspan="4">The Person ID of the participant matching the search criteria. Hyperlink to the statewide sketch for the participant. See the Statewide Sketch section of the CS 0 Clinic Services Overview DFDD for more information.</td></tr>
<tr><td>Type</td><td colspan="3">Hyperlink, Length = 9</td></tr>
<tr><td rowspan="7">Search Results (Simple) or Search Results (Advanced) - Name</td><td colspan="4">The full name of the participant matching the search criteria. The order of the displayed name is dependent on a system parameter.</td></tr>
<tr><td>Type</td><td colspan="3">Text Box</td></tr>
<tr><td>Required</td><td colspan="3">NA</td></tr>
<tr><td>Length</td><td colspan="3">NA</td></tr>
<tr><td>Validation</td><td colspan="3">‘firstname middle name lastname, lastnamesuffix’ or ‘lastname, lastnamesuffix, firstname middlename’, Length = 60</td></tr>
<tr><td>Display Only</td><td>Yes</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">FamilyMember.FirstName and
FamilyMember.MiddleName and
FamilyMember.LastName and
FamilyMember.LastNameSuffix</td></tr>
<tr><td rowspan="7">Search Results (Simple) or Search Results (Advanced) - Category</td><td colspan="4">Indicates the participant’s category of the participant matching the search criteria.</td></tr>
<tr><td>Type</td><td colspan="3">Text Box</td></tr>
<tr><td>Required</td><td colspan="3">NA</td></tr>
<tr><td>Length</td><td colspan="3">17</td></tr>
<tr><td>Validation</td><td colspan="3">NA</td></tr>
<tr><td>Display Only</td><td>Yes</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">ParticipantType.ParticipantTypeCD</td></tr>
</table>

Control	Description			
Search Results (Simple) or Search Results (Advanced) - DOB	The date of birth of the participant matching the search criteria.			
	Type	Text box		
	Required	NA		
	Length	NA		
	Validation	Mask of mm/dd/yyyy		
	Display Only	Yes	**Calculated**	No
	DB Column	Participant.BirthDt		
Search Results (Simple) or Search Results (Advanced) - SSN	The social security number of the participant matching the search criteria. This is only displayed in the grid when the associated system parameter is enabled.			
	Type	Text box		
	Required	NA		
	Length	NA		
	Validation	Mask of 999-99-9999		
	Display Only	Yes	**Calculated**	No
	DB Column	Participant.SSN		
Search Results (Simple) or Search Results (Advanced) - WIC Status	The WIC status of the participant matching the search criteria.			
	Type	Text Box		
	Required	NA		
	Length	12		
	Validation	NA		
	Display Only	Yes	**Calculated**	No
	DB Column	ParticipantStatus.WICStatusCd		

<table>
<tr><th>Control</th><th colspan="4">Description</th></tr>
<tr><td rowspan="7">Search Results (Simple) or Search Results (Advanced) - ZIP</td><td colspan="4">The ZIP code of the participant matching the search criteria.</td></tr>
<tr><td>Type</td><td colspan="3">Text Box</td></tr>
<tr><td>Required</td><td colspan="3">NA</td></tr>
<tr><td>Length</td><td colspan="3">NA</td></tr>
<tr><td>Validation</td><td colspan="3">Mask of 99999</td></tr>
<tr><td>Display Only</td><td>Yes</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">ParticipantStatus.WICStatusCd</td></tr>
<tr><td rowspan="7">Search Results (Simple) or Search Results (Advanced) - Phone</td><td colspan="4">The phone number of the participant matching the search criteria.</td></tr>
<tr><td>Type</td><td colspan="3">Text Box</td></tr>
<tr><td>Required</td><td colspan="3">NA</td></tr>
<tr><td>Length</td><td colspan="3">NA</td></tr>
<tr><td>Validation</td><td colspan="3">Mask of (999) 999-9999</td></tr>
<tr><td>Display Only</td><td>Yes</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">ParticipantStatus.WICStatusCd</td></tr>
<tr><td rowspan="3">Retrieve</td><td colspan="4">Clicking the Retrieve button initiates the retrieve participant process based on the participant(s) selected. The system retrieves the selected participant(s) into the current family and removes the participant(s) from the original family. When the retrieve is completed, the Retrieve screen closes and the rebuilt Family screen, which now includes the retrieved participant(s) is displayed.</td></tr>
<tr><td>Type</td><td colspan="3">Command Button</td></tr>
<tr><td>Hot Key</td><td colspan="3">Alt + I</td></tr>
</table>

Business Rules
Family Header Rule 1. Display Family Header information in the Tool Bar. **General Business Rules** 2. Disable the Statewide Sketch checkbox when Advanced Search is selected for Retrieve Participant. 3. When a participant is moved from one family to another, create a participant history record with an end date for the previous relationship of today's date minus one day. 4. On Retrieve participant, all participant specific information follows the participant. 5. Only Infant and Child participants and Additional Endorsers that are participants can be displayed in the search results grid and therefore be eligible to be retrieved into another family. 6. If the user attempts to retrieve an Additional Endorser into another family (who is also a Participant – currently or in the past), a confirmation warning is displayed that they are retrieving an Additional Endorser. If the user proceeds, the participant loses their status as Additional Endorser during the retrieve. This person will become a participant within the new family. 7. Allow the retrieval of one or more participants in one retrieval process. 8. Display error if no search criteria have been entered and the Search button is clicked. 9. The system parameter, ClinicServies.ShowOldParticipantID, determines if the Old Participant ID is displayed as a search criterion. 10. The system parameter, ClinicServices.ShowSSN, determines if the SSN is displayed as a search criterion. 11. The system parameter, ClinicServices.ShowSSN, determines if the SSN is included in the data grid results. 12. The system parameter, ClinicServices.MaxSearchResults, determines maximum number of families to return on a search in Clinic Services. 13. The system parameter, ClinicServices.DisplayFirstNameFirst, determines the order of the names in the search results. 14. The Retrieve button is enabled if one or more participant is selected. 15. If the BenefitFamily.DoNotCallIn is set to Yes, then do not display the phone number in the search results. 16. On toggle between Simple Search and Advanced Search, and vice versa, clear search criteria and search results. 17. If participant being retrieved is a foster child, then move the economic unit information with the foster child to the new family. 18. The search results are filtered based on user permissions. (i.e. All participants within the result set would be eligible to be retrieved into the family the user has open.) 19. Perform field level validation when the user tabs out of a field. If there are field level validation errors still present and the user attempts to Search, then display error message.

Developer Notes
1.

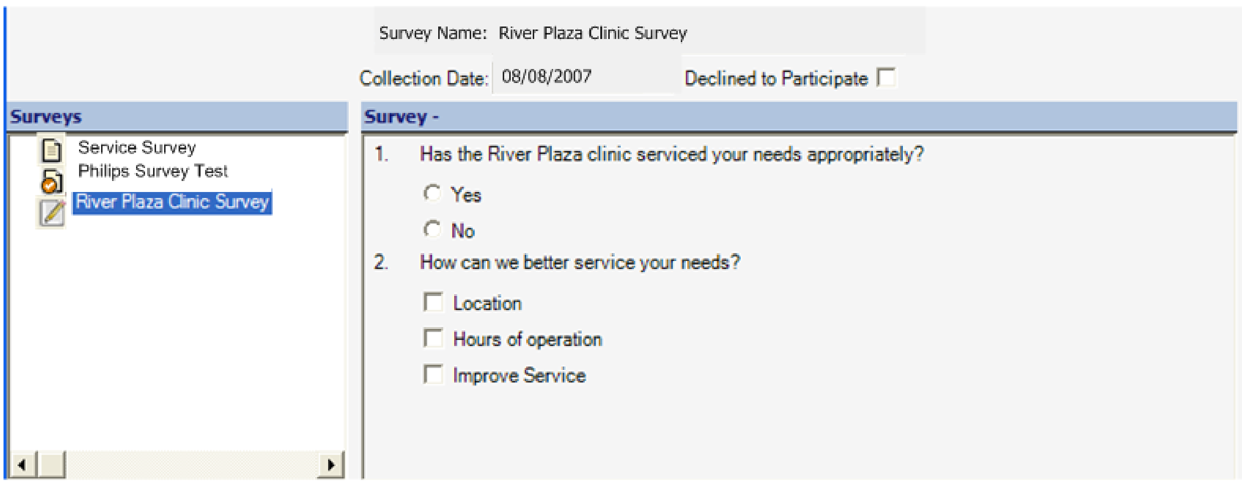
1.4 Survey

The Survey screen allows the user to select a survey for a WIC Participant. The staff member records the answers. The user selects a survey from the Surveys list. Surveys can be created for specific clinics only, for all clinics within a Local agency, or statewide. The list of Surveys only includes those surveys appropriate to a clinic, a local agency, and the statewide surveys.

> Activity > Survey

<Family Header (See CS Overview)>

<Participant Sub-Header (See CS Overview)>



<table>
<tr><th>Control</th><th colspan="4">Description</th></tr>
<tr><td rowspan="7">Survey Name</td><td colspan="4">Displays the name of the selected Survey that is currently being asked of the participant.</td></tr>
<tr><td>Type</td><td colspan="3">Text Box</td></tr>
<tr><td>Required</td><td colspan="3">NA</td></tr>
<tr><td>Length</td><td colspan="3">NA</td></tr>
<tr><td>Validation</td><td colspan="3">NA</td></tr>
<tr><td>Display Only</td><td>Yes</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">Survey.TitleDc</td></tr>
</table>

<table>
<tr><th>Control</th><th colspan="4">Description</th></tr>
<tr><td rowspan="7">Collection Date</td><td colspan="4">This is the date that the survey answers are being collected. When a survey is selected, this date defaults to today’s date.</td></tr>
<tr><td>Type</td><td colspan="3">Text Box</td></tr>
<tr><td>Required</td><td colspan="3">NA</td></tr>
<tr><td>Length</td><td colspan="3">NA</td></tr>
<tr><td>Validation</td><td colspan="3">Mask of mm/dd/yyyy</td></tr>
<tr><td>Display Only</td><td>Yes</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">ParticipantSurvey.CollectedDt</td></tr>
<tr><td rowspan="4">Declined to Participate</td><td colspan="4">This checkbox allows the user to indicate that a participant has declined to participate in a specific survey.</td></tr>
<tr><td>Type</td><td colspan="3">Checkbox</td></tr>
<tr><td>Display Only</td><td>No</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">ParticipantSurvey.DeclinedIn</td></tr>
<tr><td rowspan="6">Surveys</td><td colspan="4">The list displays all active surveys for the participant’s specific clinic, all surveys active for the participant’s specific local agency, and all active statewide surveys. Select the name of a survey from the list to view or edit.
• A survey icon indicates a survey that has not yet been taken.
• An icon of a pencil over a survey indicates the selected survey.
• An icon of a checkmark over a survey indicates that the survey has been declined or answered.</td></tr>
<tr><td>Type</td><td colspan="3">List Box</td></tr>
<tr><td>Required</td><td colspan="3">Yes, if active surveys for the participant’s clinic, LA or statewide</td></tr>
<tr><td>Length</td><td colspan="3">50</td></tr>
<tr><td>DB Column</td><td colspan="3">Survey.TitleDc</td></tr>
<tr><td>Code ID</td><td colspan="3">Survey table lookup (TitleDc field)</td></tr>
<tr><td rowspan="7">Survey</td><td colspan="4">The text for the survey.</td></tr>
<tr><td>Type</td><td colspan="3">Text Box</td></tr>
<tr><td>Required</td><td colspan="3">Yes</td></tr>
<tr><td>Length</td><td colspan="3">NA</td></tr>
<tr><td>Validation</td><td colspan="3">NA</td></tr>
<tr><td>Display Only</td><td>No</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">Question.QuestionNr, Question.SingleAnsIn, Question.Description, Answer.AnswerNr, Answer.AnswerDc</td></tr>
</table>

Business Rules
Family and Participant Header Rules 1. Display Family Header information in the Tool Bar. 2. Display Participant Sub-Header at the top of this screen. 3. If View is set to Show Over Age and Deceased, then all participants (members with a WIC Status) are displayed in the Participant Record selector. 4. If View is set to not Show Over Age and Deceased, then only participants (members with a WIC Status) that are women, children < 5 years of age, and non-deceased participants are displayed in the Participant Record selector. 5. Participants appear in the record selector in age order, starting with the oldest. 6. Maintain the participant in the record selector when moving between screens. **General Business Rules** 7. If the user attempts to move away from this family (go search for another family, go issue benefits for another family, etc.), the user is prompted with a Save confirmation message if any family data has been updated. Required fields are validated. 8. If “Declined to Participate” is checked, then disable Survey answers. 9. “Declined to Participate” checkbox is enabled until the record is saved. 10. After the save of the survey, if answers have been selected for the survey, then disable the “Declined to Participate” check box. 11. If user marks “Declined to Participate” check box and has any survey answers, then on save, only save the Declined to Participate. Do not save any of the survey answers. 12. When returning to a survey, if questions are already answered, then display all questions along with the answers that have been provided. 13. Do not save a survey unless at least one question has an answer or the “Decline to Participate” checkbox is checked.

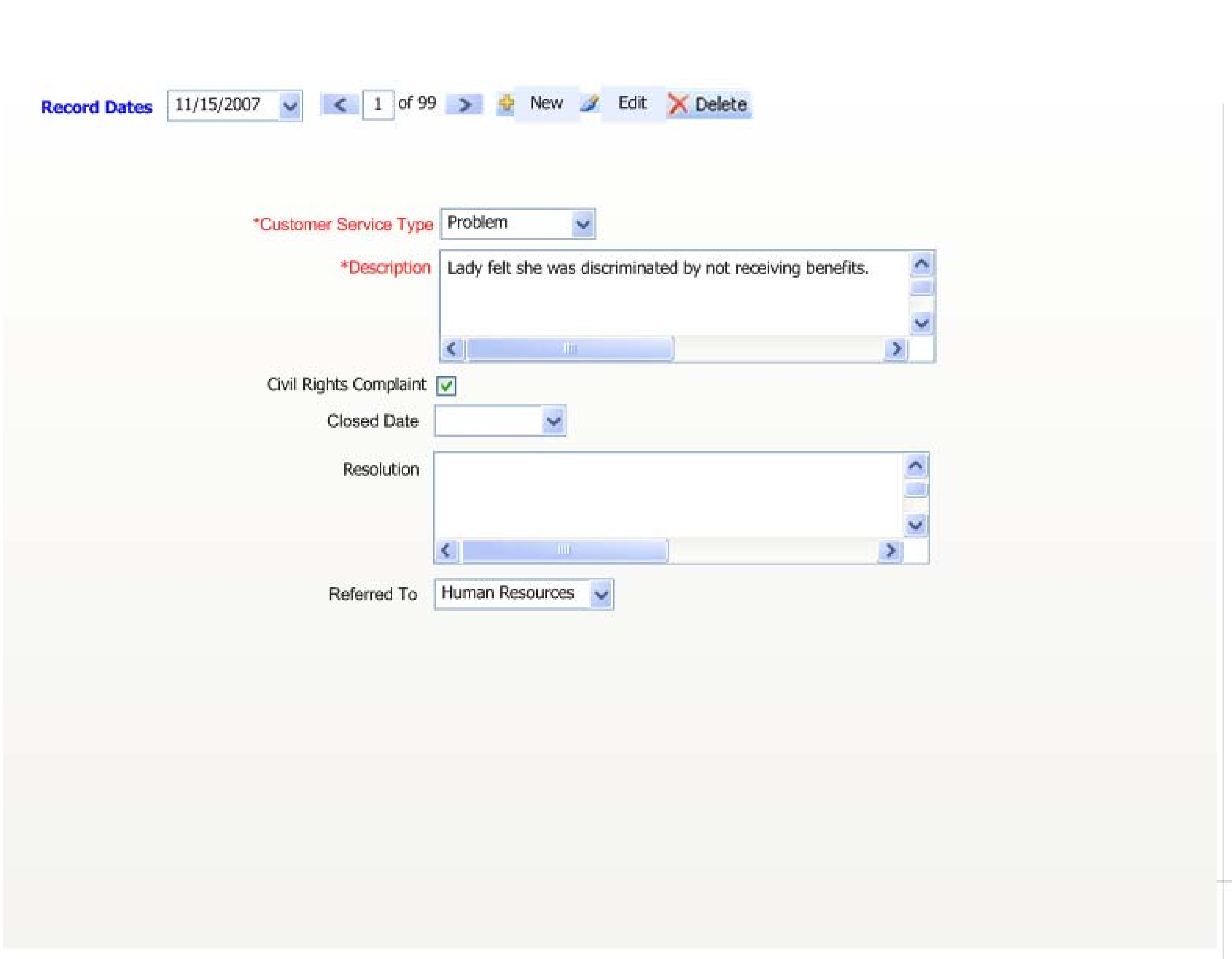
Developer Notes
1.

1.5 Customer Service Log

This customer service log is used to record customer service issues, civil rights complaints, and resolutions to matters.

> Activity > Customer Service Log

<Family Header (See CS Overview)>



<table>
<tr><th>Control</th><th colspan="2">Description</th></tr>
<tr><td rowspan="3">New</td><td colspan="2">The New command button is used to create a new family customer service record</td></tr>
<tr><td>Type</td><td>Command Button</td></tr>
<tr><td>Hot Key</td><td>Alt + N</td></tr>
<tr><td rowspan="3">Edit</td><td colspan="2">The Edit command button is used to update the family customer service record.</td></tr>
<tr><td>Type</td><td>Command Button</td></tr>
<tr><td>Hot Key</td><td>Alt + T</td></tr>
</table>

Control	Description			
Delete	The Delete command button is used to delete the family customer service record.			
	Type	Command Button		
	Hot Key	Alt + D		
Record Dates	This is the record selector for the family customer service records. It contains the record date. The drop-down and spin control allow selection of current and historical family customer service records. When the New button is clicked, this date defaults to today's date. It cannot be updated by the user.			
	Type	Record Selector (using Date Picker)		
	Contents	Formatted dates of "mm/dd/yyyy"		
	DB Column	CustomerService.RecordedDt		
Customer Service Type	This is the type of customer service.			
	Type	List Box		
	Required	Yes		
	DB Column	CustomerService.ServiceTypeCd		
	Code ID	Customer Service Type		
Description	This is where the details of the customer service contact are recorded.			
	Type	Multi Line Text Box, limit to 4000 characters		
	Required	Yes		
	Display Only	No	**Calculated**	No
	DB Column	CustomerService.Description		
Civil Rights Complaint	This indicates that the customer service contact was related to a civil rights complaint. This gives any associated alert a high priority when displayed as an Operations alert. Also, the user should scan the signed civil right complaint form using the Client Services – Document Scan functionality.			
	Type	Check Box		
	Display Only	No	**Calculated**	No
	DB Column	CustomerService.CivilRightsIn		

<table>
<tr><th>Control</th><th colspan="4">Description</th></tr>
<tr><td rowspan="5">Closed Date</td><td colspan="4">This is the date that the customer service contact is marked as closed. Unclosed contacts are alerted.</td></tr>
<tr><td>Type</td><td colspan="3">Date Picker</td></tr>
<tr><td>Required</td><td colspan="3">No</td></tr>
<tr><td>Display Only</td><td>No</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">CustomerService.ClosedDt</td></tr>
<tr><td rowspan="5">Resolution</td><td colspan="4">If follow-up was necessary, this is where the details of the resolution to the customer service contact is recorded.</td></tr>
<tr><td>Type</td><td colspan="3">Multi Line Text Box, limit to 4000 characters</td></tr>
<tr><td>Required</td><td colspan="3">No</td></tr>
<tr><td>Display Only</td><td>No</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">CustomerService.Resolution</td></tr>
<tr><td rowspan="5">Referred To</td><td colspan="4">If referring was necessary, this is where referral is noted.</td></tr>
<tr><td>Type</td><td colspan="3">List Box</td></tr>
<tr><td>Required</td><td colspan="3">No</td></tr>
<tr><td>DB Column</td><td colspan="3">CustomerService.ReferredToCd</td></tr>
<tr><td>Code ID</td><td colspan="3">CS Referral</td></tr>
<tr><td rowspan="7"><Last Modified By User and Date></td><td colspan="4">In the lower right-hand corner, the user and the date of the last update of the customer service record are displayed.</td></tr>
<tr><td>Type</td><td colspan="3">Text Box</td></tr>
<tr><td>Required</td><td colspan="3">NA</td></tr>
<tr><td>Length</td><td colspan="3">NA</td></tr>
<tr><td>Validation</td><td colspan="3">Mask of ‘firstname lastname mm/dd/yyyy’</td></tr>
<tr><td>Display Only</td><td>Yes</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">CustomerService.ModifyStfpID + CustomerService.ModifyDt</td></tr>
</table>

Business Rules

Family Header Rule

1. Display Family Header information in the Tool Bar.

General Business Rules

2. An alert should be found in Operations alert area for any records that do not have a closed date. Unclosed Civil Rights Complaints must be given highest priority (display at top of alert area). See Alerts in Overview DFDD for details.
3. Multiple open alerts for a family can be displayed in the Operations functional area.

Business Rules
4. If the user attempts to move away from this family (go search for another family, go issue benefits for another family, etc.), the user is prompted with a Save confirmation message if any family data has been updated. Required fields are validated.

Developer Notes
1.

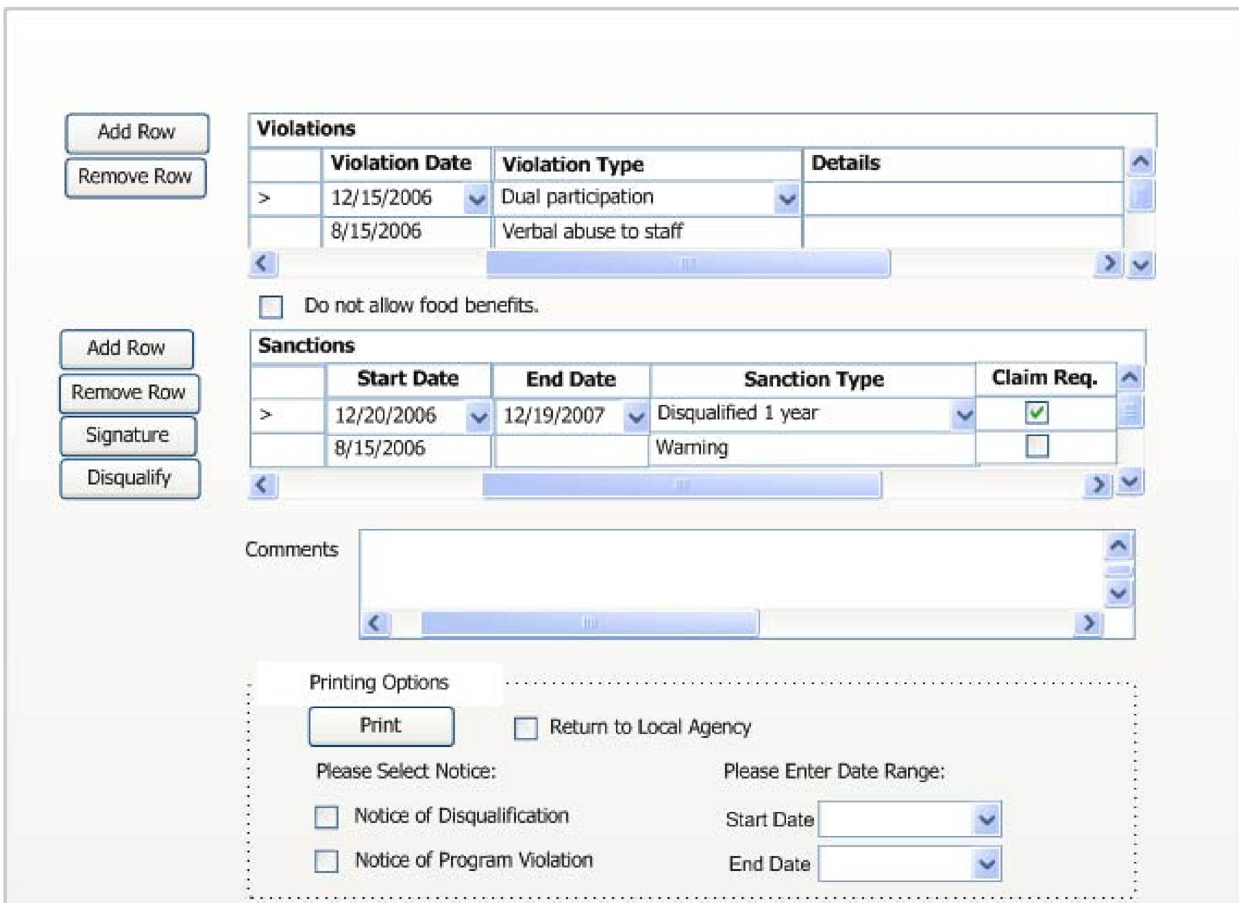
1.6 Participant Violations

The Participant Violations screen provides the user a historical view of the participant's violations and the actions that have been taken against the participant based on those actions. This screen is also used to add and update current violations. In addition, this screen provides the ability to print the Notice of Program Violations and Notice of Disqualification.

> Activity > Participant Violations

<Family Header (See CS Overview)>

<Participant Sub-Header (See CS Overview)>



Control	Description			
Violations	This data grid shows the participant violation history. All alleged and confirmed violations can be recorded in this screen.			
	Type	Data Grid		
Add Row	Clicking the Add Row button adds a row to the Violations data grid. The Violation Date defaults to today's date.			
	Type	Command Button		
	Hot Key	None		
Remove Row	Clicking the Remove Row button removes the highlighted row from the Violations data grid.			
	Type	Command Button		
	Hot Key	None		
Violation Date	This is the date that the violation occurred. This date can only be today's date or less.			
	Type	Date Picker		
	Required	Yes, if Violation row is present		
	Display Only	No	**Calculated**	No
	DB Column	ParticipantViolation.ViolationDt		
Violation Type	This is the type of violation.			
	Type	List Box		
	Required	Yes, if Violation row is present		
	DB Column	ParticipantViolation.ViolationTypeCd		
	Code ID	Participant Violation		
Details	Brief details are recorded along with the specific violation. This may be staff members or a tracking number that associates with processes outside of the data system.			
	Type	Text Box		
	Required	No		
	Length	75		
	Validation	NA		
	Display Only	No	**Calculated**	No
	DB Column	ParticipantViolation.Details		

<table>
<tr><th>Control</th><th colspan="4">Description</th></tr>
<tr><td rowspan="4">Do not allow food benefits</td><td colspan="4">When checked no new food benefits (Paper FIs or EBT benefits) can be provided for this participant. A family alert is set indicating that an action is required on the violations screen before food benefits can be issued. For FI states, Reprint of benefits is allowed, but reissuance and issuance of new benefits is prohibited by the system.
When unchecked, there are no restrictions on the food benefits for the participant, related to violations.</td></tr>
<tr><td>Type</td><td colspan="3">Check Box</td></tr>
<tr><td>Display Only</td><td>No</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">ParticipantBenefitRestriction.NoFoodIn</td></tr>
<tr><td rowspan="2">Sanctions</td><td colspan="4">This data grid shows the sanctions associated with the participant violations.</td></tr>
<tr><td>Type</td><td colspan="3">Data Grid</td></tr>
<tr><td rowspan="3">Add Row</td><td colspan="4">Clicking the Add Row button adds a row to the Sanctions data grid. The Sanctions Start and End Dates default to today’s date.</td></tr>
<tr><td>Type</td><td colspan="3">Command Button</td></tr>
<tr><td>Hot Key</td><td colspan="3">None</td></tr>
<tr><td rowspan="3">Remove Row</td><td colspan="4">Clicking the Remove Row button removes the highlighted row from the Sanctions data grid.</td></tr>
<tr><td>Type</td><td colspan="3">Command Button</td></tr>
<tr><td>Hot Key</td><td colspan="3">None</td></tr>
<tr><td rowspan="3">Signature</td><td colspan="4">Clicking the Signature button causes the Endorsers’ signature to be automatically requested. The signature pad display is activated and text is displayed. A pop-up is seen by the WIC user that also displays the text shown on the signature pad and also allows for the signature to be reviewed and captured again if necessary. See the Signature Capture section of the CS 0 Clinic Services Overview DFDD for details.</td></tr>
<tr><td>Type</td><td colspan="3">Command Button</td></tr>
<tr><td>Hot Key</td><td colspan="3">Alt + I</td></tr>
<tr><td rowspan="3">Disqualify</td><td colspan="4">If Sanction Start Date = today’s date and Sanction Type = Disqualify, clicking the Disqualify button causes the disqualification to start today. The participant’s WIC status is moved to “Disqualified”. The Status Change Reason is “Disqualification Started.”
If Sanction Start Date is a future date, the Disqualify button is disabled.</td></tr>
<tr><td>Type</td><td colspan="3">Command Button</td></tr>
<tr><td>Hot Key</td><td colspan="3">Alt + Q</td></tr>
</table>

Control	Description			
Start Date	This is the starting date of the sanction. This date must be greater than or equal to today's date.			
	Type	Date Picker		
	Required	Yes, if Sanction row is present		
	Display Only	No	**Calculated**	No
	DB Column	ParticipantSanction.StartDt		
End Date	This is the end date of the sanction. This date must be greater than or equal to the start date.			
	Type	Date Picker		
	Required	Yes, if Sanction row is present		
	Display Only	No	**Calculated**	No
	DB Column	ParticipantSanction.EndDt		
Sanction Type	This is the type of sanction imposed.			
	Type	List Box		
	Required	Yes, if Sanction row is present		
	DB Column	ParticipantSanction.SanctionTypeCd		
	Code ID	Participant Sanction This code element is editable but this installed value is non-editable: Disqualify		
Claim Req.	When checked restitution is necessary and the appropriate level of staff person has requested dollars due to the WIC program. Additional claims information is entered on the financial screens. Additional supporting detail can be recorded in the comments box or a document can be scanned into the system. When unchecked, restitution has not yet been requested.			
	Type	Check Box		
	Display Only	No	**Calculated**	No
	DB Column	ParticipantSanction.ClaimRequestedIn		
Comments	This text box is used to record additional documentation not handled in the data grids. Cross reference information related to files outside of the system, agreements about a repayment plan, etc. may be captured here.			
	Type	Multi Line Text Box, limit to 800 characters		
	Required	No		
	Display Only	No	**Calculated**	No
	DB Column	ParticipantBenefitRestriction.Comment		

<table>
<tr><th>Control</th><th colspan="4">Description</th></tr>
<tr><td rowspan="3">Printing Options - Print</td><td colspan="4">Clicking the Print button prints the selected notice(s).</td></tr>
<tr><td>Type</td><td colspan="3">Command Button</td></tr>
<tr><td>Hot Key</td><td colspan="3">Alt + P</td></tr>
<tr><td rowspan="3">Printing Options - Return To Local Agency</td><td colspan="4">A checkbox used to indicate whether the notices, when printed, use the return name, address and phone number for the local agency assigned to the family. If unchecked, then the return name, address and phone number for the state vendor manager will be used. The default value is unchecked.</td></tr>
<tr><td>Type</td><td colspan="3">Checkbox</td></tr>
<tr><td>DB Column</td><td colspan="3">Not Stored</td></tr>
<tr><td rowspan="3">Printing Options – Notice of Disqualification</td><td colspan="4">This checkbox allows the Notice of Disqualification to be printed. The default value is unchecked.</td></tr>
<tr><td>Type</td><td colspan="3">Checkbox</td></tr>
<tr><td>DB Column</td><td colspan="3">Not Stored</td></tr>
<tr><td rowspan="3">Printing Options – Notice of Program Violation</td><td colspan="4">This checkbox allows the Notice of Program Violation to be printed. The default value is unchecked.</td></tr>
<tr><td>Type</td><td colspan="3">Checkbox</td></tr>
<tr><td>DB Column</td><td colspan="3">Not Stored</td></tr>
<tr><td rowspan="5">Printing Options - Start Date</td><td colspan="4">The Start Date is the earliest Violation Date (Violations) or earliest Start Date (Sanctions) that is selected for printing when the Print button is clicked.</td></tr>
<tr><td>Type</td><td colspan="3">Date Picker</td></tr>
<tr><td>Required</td><td colspan="3">Yes, if either Notice is selected for printing</td></tr>
<tr><td>Display Only</td><td>No</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">Not Stored</td></tr>
<tr><td rowspan="5">Printing Options - End Date</td><td colspan="4">The End Date is the latest Violation Date (Violations) or latest Start Date (Sanctions) that is selected for printing when the Print button is clicked.</td></tr>
<tr><td>Type</td><td colspan="3">Date Picker</td></tr>
<tr><td>Required</td><td colspan="3">Yes, if either Notice is selected for printing</td></tr>
<tr><td>Display Only</td><td>No</td><td>Calculated</td><td>No</td></tr>
<tr><td>DB Column</td><td colspan="3">Not Stored</td></tr>
</table>

Business Rules
Family and Participant Header Rules 1. Display Family Header information in the Tool Bar. 2. Display Participant Sub-Header at the top of this screen. 3. If View is set to Show Over Age and Deceased, then all participants (members with a WIC Status) are displayed in the Participant Record selector. 4. If View is set to not Show Over Age and Deceased, then only participants (members with a WIC Status) that are women, children < 5 years of age, and non-deceased participants are displayed in the Participant Record selector. 5. Participants appear in the record selector in age order, starting with the oldest. 6. Maintain the participant in the record selector when moving between screens. **General Business Rules** 7. When a row is added to the Violations data grid, default the Violation Date to today's date. 8. When a row is added to the Sanctions data grid, default the Start Date and End Date to today's date. 9. A confirmation warning is given when user clicks the Disqualify button allowing them to back out of the sanction process or proceed with the sanction process. 10. The Violations data grid is ordered by Violation Date with newest date at top. 11. The Sanctions data grid is ordered by Start Date with newest date at top. 12. On Retrieve participant, if a disqualified participant is placed into another benefit family, the violation record is then available through the Violations screen in the new family. 13. If the user attempts to move away from this family (go search for another family, go issue benefits for another family, etc.), the user is prompted with a Save confirmation message if any family data has been updated. Required fields are validated. 14. If Participant WIC Status = Disqualified, then disable the Add Row command button and the Remove Row command button. 15. Only allow the enabling of the Disqualify button if the participant's WIC Status = Active or Pending. 16. On a save, if there is no row in the Sanctions data grid and a signature was captured, then no signature is saved. **Printing Options Business Rules** 17. Disable the Print button until at least one notice is selected and a valid date range is entered. 18. Start Date cannot be greater than End Date. 19. Start Date cannot be more than two years in the past from Today's Date. 20. End Date cannot be greater than Today's Date. 21. When screen is displayed, default Printing Options – Start Date and Printing Options End Date to today's date.

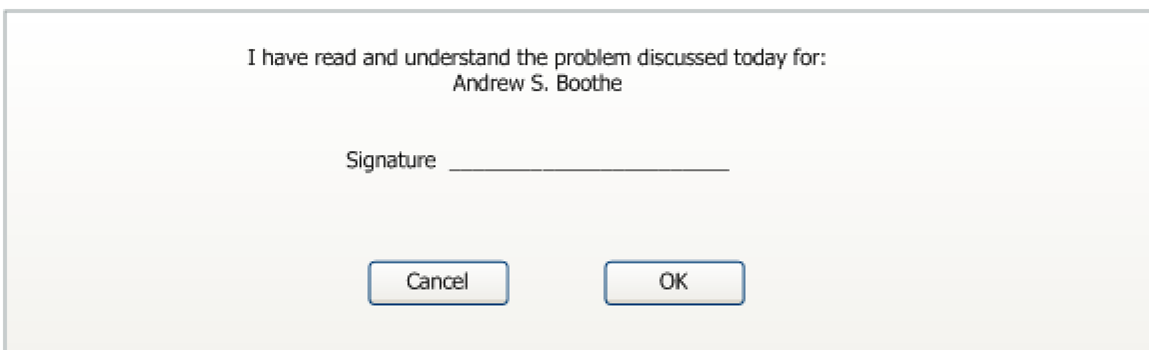
Developer Notes
1.

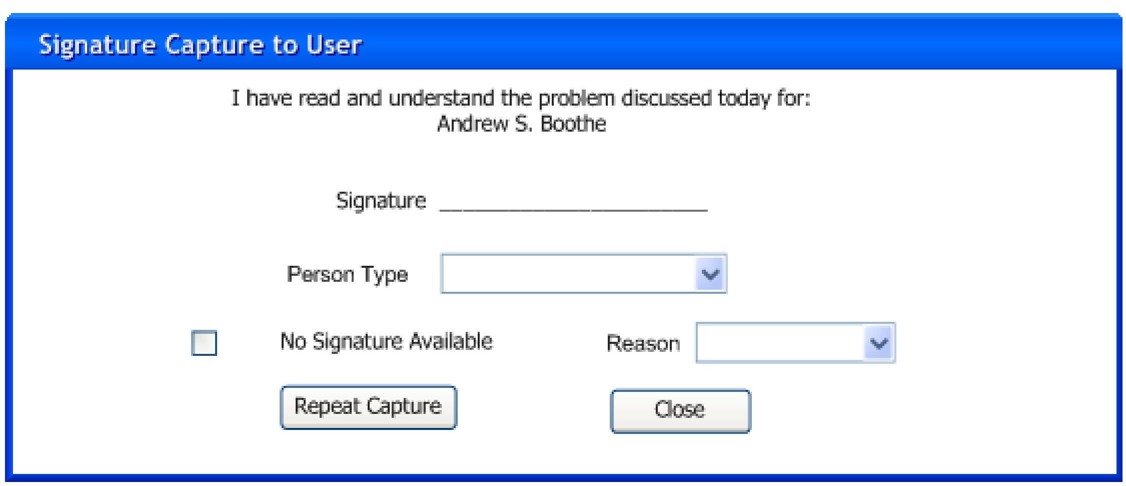
1.6.1 Signature Capture – Sanctions Pop-up

Each time that a participant sanction is entered into the system, a signature can be recorded. Staff should follow their state policies related to this issue.

A Signature button is on the Violations screen to allow staff to collect a signature in the data system for a participant sanction.

The first screen is an example of what is displayed on the signature pad display screen. The pop-up "Signature Capture to User" is displayed to the WIC system user so that they know what is on the signature pad display screen and then when a signature is captured, it can be reviewed here to determine if adequate or if another capture is required. For full details about this system component, see the Signature Capture section of the Clinic Services Overview DFDD.





1.6.2 Notice of Program Violation (Dynamic)

This notice is produced in the form of a letter that can be mailed to a family using a left window envelope. From the Participant Violations screen, staff click on the Print button to produce this notice.

1.6.2.1 Language: Both

The Notice of Program Violation is available in English and Spanish.

1.6.2.2 Notice of Program Violation Mockup

WIC Program - Notice Of Program Violation

11/22/2006

Melissa Smith
2802 Hull Ave
Dennis, CO 55555

Dear Melissa:

The following WIC program violation has been reported to us:

Violation	**Date**
Not signing FI at purchase	11/15/2006

The following WIC program sanction has been issued:

Sanction	**Start Date**	**End Date**
Counseling	11/15/2006	11/15/2006

This is your ____ first ____ second _____third violation.

It is important to follow the rules of the WIC program if you want to continue to receive WIC foods. If you receive multiple program violations, you may be disqualified from the WIC program.

Please call us if you have any questions about this notice.

____
WIC staff signature

For use when notice is provided in person:

I acknowledge receipt of this notice.

______________________________ ___________
Endorser Signature Date

Notice of Appeal

You have the right to a hearing if you wish to appeal this decision. Your appeal rights are explained below:

1. Send a written request for a hearing to the name and address listed below within 90 days of receiving this notice.
2. The hearing officer will schedule a hearing within 21 days of receiving your request. You will receive notice of the time, place and date at least 10 days before the hearing.
3. Before and during the hearing, you have the right to read all of the public documents on file about the decision that is under appeal.
4. During the hearing you may speak for yourself or be assisted by a relative, friend, or evidence; question any adverse witnesses; and provide evidence to establish facts and circumstances related to your case.
5. The local hearing officer will issue a written decision within 45 days of your request for the hearing unless a longer time period is agreed upon by both parties.
6. Either party may appeal the written decision to the Director, State Department of Public Health. This appeal must be made within 15 days of the mailing date of the decision made by the local hearing officer. The procedures listed above must be followed for a second appeal about the decision.

Return Name
Return Address
Return Phone Number

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write to the USDA. Director, Office of Civil Rights. 1400 Independence Avenue SW, Washington, DC 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer.

Business Rules
1. Notice date is today's date. Format as mm/dd/yyyy. 2. For return address, use <Endorser name> and <family address>. a. The endorser name is FamilyMember.FirstName+FamilyMember.MiddleName+FamilyMember.LastName where FamilyMember.ParentGuardianIn = "Y" b. The family address is FamilyAddress.StreetAddrLine1+ FamilyAddress.StreetAddrLine2+ FamilyAddress.Apartment+ FamilyAddress.POBox+ FamilyAddress.City+ FamilyAddress.State+ FamilyAddress.ZipCode+ FamilyAddress.ZipPlus4). 3. Do not allow space in the printed address for data elements that do not exist in the family record. 4. For Salutation, use the first name of the <Endorser>. a. The endorser first name is (FamilyMember.FirstName where FamilyMember.ParentGuardian.In = "Y"). 5. If the user checked the Return to Local Agency checkbox, use the values from the local agency assigned to the family for Return Name, Return Address and Return Phone Number.

Business Rules
a. The Return Name is LocalAgency.Name. b. The Return Address is LocalAgency.StreetAddrLine1 LocalAgency.StreedAddrLine2 LocalAgency.Suite, LocalAgency.POBox LocalAgency.City, LocalAgency.State LocalAgency.ZipCode+ LocalAgency.ZipPlus4 c. The Return Phone Number is LocalAgency.BusinessAreaCode+ LocalAgency.BusinessPhoneNr 6. Do not allow space in the printed Return Address for data elements that do not exist. 7. If the user did not check the Return to Local Agency checkbox, use the Vendor Manager information from the system parameters for the Return Name, Return Address and Return Phone Number. 8. Display warning message if Do Not Send is indicated on the physical or mailing address. Allow user to select if they want to print the notice or not. a. Do Not Send is stored in BenefitFamily.DoNotMailIn. 9. The clinic services breastfeeding message image appears in the footer-middle of the output. 10. The clinic services header image appears in the header-left of the output. 11. Page numbering in the output should appear in the footer-right in the format "Page x of y". 12. This UI output is portrait.

Developer Notes
1.

1.6.3 Notice of Disqualification (Dynamic)

This notice is produced in the form of a letter that can be mailed to a family using a left window envelope. From the Participant Violations screen, staff click on the Print button to produce this notice.

1.6.3.1 Language: Both

The Notice of Disqualification is available in English and Spanish.

1.6.3.2 Notice of Disqualification Mockup

WIC Program - Notice Of Disqualification

12/15/2006

Melissa Smith
850 Rose Circle
Reasoner, WY 55555

Dear Melissa:

The following WIC Program violations have been reported to us:

Violation	Sanction
Sale or exchange of FI for cash or credit	Disqualification

Jaxson Trotter is being disqualified from the WIC program for the above violation.

This disqualification period begins on 12/15/2006 and ends on 2/15/2007. If you make full payment or set up a repayment schedule with the state WIC program within 30 days of receiving this notice, you may reapply for the program at that time.

You can ask for a hearing to appeal this decision by sending a written request to the name and address listed on the next page by 03/15/2007. If you are appealing a mid-certification decision and request a hearing by 03/15/2007, Jaxson Trotter will continue to receive WIC checks during the appeal process if required certification appointments are completed. Your appeal rights are explained on the next page.

Please call if you have any questions about this notice.

____
WIC staff signature

Notice of Appeal

You have the right to a hearing if you wish to appeal this decision. Your appeal rights are explained below:

1. Send a written request for a hearing to the name and address listed below within 90 days of receiving this notice.
2. The hearing officer will schedule a hearing within 21 days of receiving your request. You will receive notice of the time, place and date at least 10 days before the hearing.
3. Before and during the hearing, you have the right to read all of the public documents on file about the decision that is under appeal.
4. During the hearing you may speak for yourself or be assisted by a relative, friend, or evidence; question any adverse witnesses; and provide evidence to establish facts and circumstances related to your case.
5. The local hearing officer will issue a written decision within 45 days of your request for the hearing unless a longer time period is agreed upon by both parties.
6. Either party may appeal the written decision to the Director, State Department of Public Health. This appeal must be made within 15 days of the mailing date of the decision made by the local hearing officer. The procedures listed above must be followed for a second appeal about the decision.

Return Name
Return Address

Return Phone Number

In accordance with Federal law and U.S. Department of Agriculture policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age, or disability. To file a complaint of discrimination, write to the USDA. Director, Office of Civil Rights. 1400 Independence Avenue SW, Washington, DC 20250-9410 or call (800) 795-3272 (voice) or (202) 720-6382 (TTY). USDA is an equal opportunity provider and employer.

Business Rules
1. Notice date is today's date. Format as mm/dd/yyyy. 2. For return address, use <Endorser name> and family address. a. The endorser name is FamilyMember.FirstName+FamilyMember.MiddleName+FamilyMember.LastName where FamilyMember.ParentGuardianIn = "Y" b. The family address is FamilyAddress.StreetAddrLine1+ FamilyAddress.StreetAddrLine2+ FamilyAddress.Apartment+ FamilyAddress.POBox+ FamilyAddress.City+ FamilyAddress.State+ FamilyAddress.ZipCode+ FamilyAddress.ZipPlus4). 3. Do not allow space in the printed address for data elements that do not exist in the family record. 4. For Salutation, use the first name of the <Endorser>. a. The endorser first name is (FamilyMember.FirstName where FamilyMember.ParentGuardian.In = "Y"). 5. For the dates related to the disqualification period, the first date is the <Sanction Start Date>. a. The sanction start date is ParticipantSanction.StartDt when WIC Status = Disqualified (or it will if the Start Date is in the future). 6. For the dates related to the disqualification period, the second date is the <Sanction End Date>. a. The sanction end date is ParticipantSanction.EndDt when WIC Status = Disqualified (or it will if the Start Date is in the future). 7. The appeal date is a state determined number of days past the Sanction Start Date. a. Calculate as ParticipantSanction.StartDt + days in ClinicServices.AppealByDays system parameter. 8. The hearing request date is 90 days past the Sanction Start Date. a. Calculate as ParticipantSanction.StartDt + 90 days. 9. If the user checked the Return to Local Agency checkbox, use the values from the local agency assigned to the family for Return Name, Return Address and Return Phone Number. a. The Return Name is LocalAgency.Name. b. The Return Address is LocalAgency.StreetAddrLine1 LocalAgency.StreedAddrLine2 LocalAgency.Suite, LocalAgency.POBox

Business Rules
LocalAgency.City, LocalAgency.State LocalAgency.ZipCode+ LocalAgency.ZipPlus4 c. The Return Phone Number is LocalAgency.BusinessAreaCode+ LocalAgency.BusinessPhoneNr 10. Do not allow space in the printed Return Address for data elements that do not exist. 11. If the user did not check the Return to Local Agency checkbox, use the Vendor Manager information from the system parameters for the Return Name, Return Address and Return Phone Number. 12. Display warning message if Do Not Send is indicated on the physical or mailing address. Allow user to select if they want to print the notice or not. a. Do Not Send is stored in BenefitFamily.DoNotMailIn. 13. The clinic services breastfeeding message image appears in the footer-middle of the output. 14. The clinic services header image appears in the header-left of the output. 15. Page numbering in the output appears in the footer-right in the format "Page x of y". 16. This UI output is portrait.

Developer Notes
1.

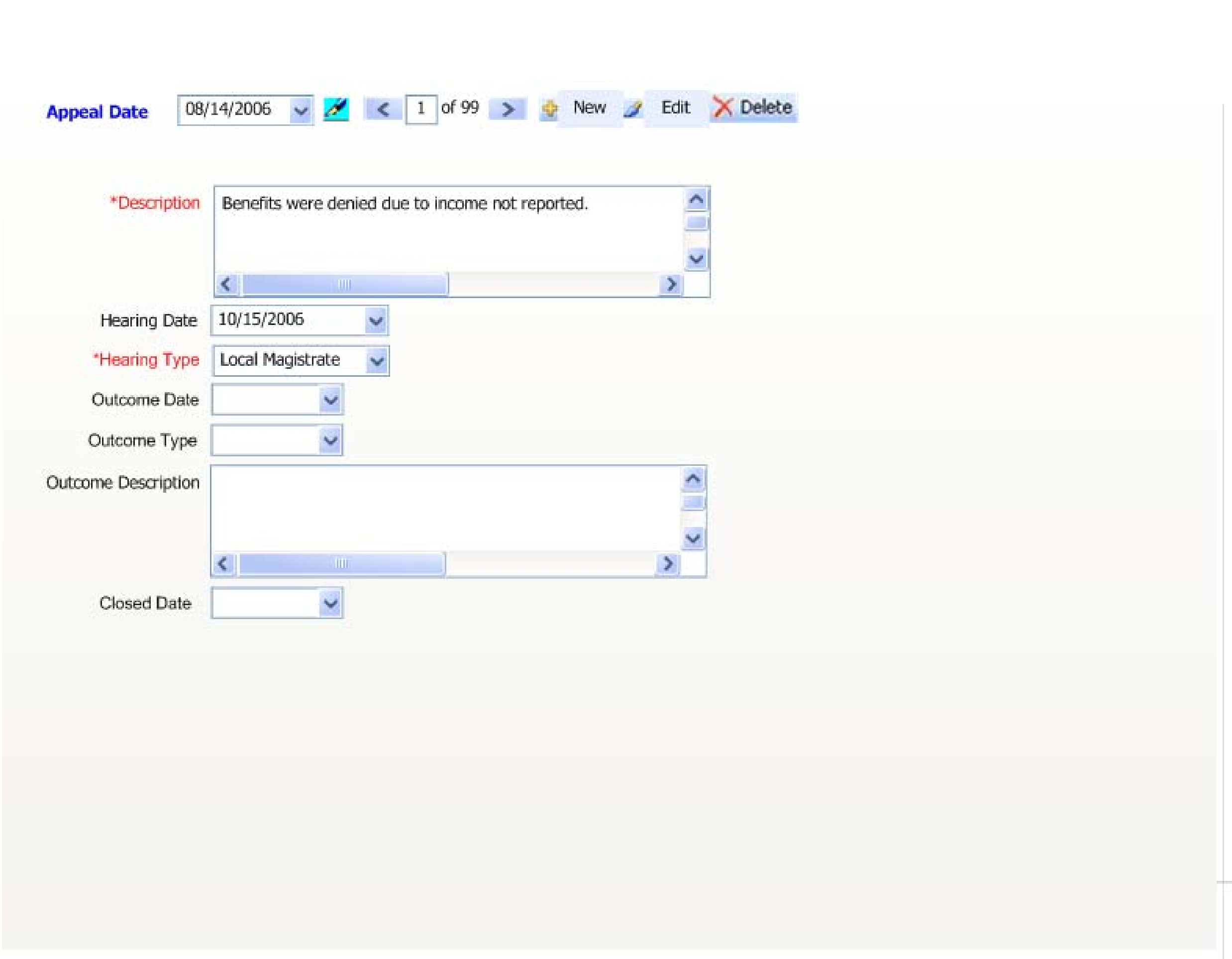
1.7 Admin Hearing

The administrative hearing (appeal) log is a screen for users to capture information about an upcoming hearing or the outcome of a hearing for a participant.

> Activity > Admin Hearing

<Family Header (See CS Overview)>

<Participant Sub-Header (See CS Overview)>



Control	Description	
New	The New command button is used to create a new participant administrative hearing (appeal) record.	
	Type	Command Button
	Hot Key	Alt + N

Control	Description			
Edit	The Edit command button is used to update the participant administrative hearing (appeal) record.			
	Type	Command Button		
	Hot Key	Alt + T		
Delete	The Delete command button is used to delete the participant administrative hearing (appeal) record.			
	Type	Command Button		
	Hot Key	Alt + D		
Appeal Date	This is the record selector for the participant administrative hearing (appeal) records. It contains a date which should contain the date the appeal was made (or filed). The drop-down and spin control allow selection of current and historical participant administrative hearing (appeal) records. When the New button is clicked, this date defaults to today's date. It can be updated by the user. This date can only be today's date or less.			
	Type	Record Selector (using Date Picker)		
	Contents	Formatted dates of "mm/dd/yyyy"		
	DB Column	ParticipantHearing.AppealDt		
Description	This is a description of the situation that has caused the administrative hearing (appeal) to occur.			
	Type	Multi Line Text Box, Limit to 500 characters		
	Required	Yes		
	Display Only	No	**Calculated**	No
	DB Column	ParticipantHearing.Description		
Hearing Date	This is the date that the administrative hearing is to be held (future) or was held (historical).			
	Type	Date Picker		
	Required	No		
	Display Only	No	**Calculated**	No
	DB Column	ParticipantHearing.HearingDt		
Hearing Type	This is the type of administrative hearing.			
	Type	List Box		
	Required	Yes, if the Hearing Date has a value		
	DB Column	ParticipantHearing.HearingTypeCd		
	Code ID	Admin Hearing Type		

Control	Description			
Outcome Date	This is the date of the outcome of the administrative hearing.			
	Type	Date Picker		
	Required	No		
	Display Only	No	**Calculated**	No
	DB Column	ParticipantHearing.OutcomeDt		
Outcome Type	This is the type of outcome for the administrative hearing.			
	Type	List Box		
	Required	Yes, if the Outcome Date has a value		
	DB Column	ParticipantHearing.OutcomeTypeCd		
	Code ID	Admin Hearing Outcome		
Outcome Description	This is used to further describe the outcome of the administrative hearing (appeal). It is also used to record progress during the administrative hearing process.			
	Type	Multi Line Text Box, Limit to 4000 characters		
	Required	No		
	Display Only	No	**Calculated**	No
	DB Column	ParticipantHearing.OutcomeDescription		
Closed Date	This is the date that the administrative hearing record is considered to be closed.			
	Type	Date Picker		
	Required	No		
	Display Only	No	**Calculated**	No
	DB Column	ParticipantHearing.ClosedDt		
<Last Modified By User and Date>	In the lower right-hand corner, the user and the date of the last update of the hearing record are displayed.			
	Type	Text Box		
	Required	NA		
	Length	NA		
	Validation	Mask of 'firstname lastname mm/dd/yyyy'		
	Display Only	Yes	**Calculated**	No
	DB Column	ParticipantHearing.ModifyStfpID + ParticipantHearing.ModifyDt		

Business Rules
Family and Participant Header Rules 1. Display Family Header information in the Tool Bar. 2. Display Participant Sub-Header at the top of this screen. 3. If View is set to Show Over Age and Deceased, then all participants (members with a WIC Status) are displayed in the Participant Record selector. 4. If View is set to not Show Over Age and Deceased, then only participants (members with a WIC Status) that are women, children < 5 years of age, and non-deceased participants are displayed in the Participant Record selector. 5. Participants appear in the record selector in age order, starting with the oldest. 6. Maintain the participant in the record selector when moving between screens. **General Business Rules** 7. A Family Alert is displayed when a user opens a family with a participant who has an administrative record that is not closed (no outcome date). 8. Until an Outcome Date is entered, an Unresolved Administrative Hearing alert is placed in the operations area. 9. If the user attempts to move away from this family (go search for another family, go issue benefits for another family, etc.), the user is prompted with a Save confirmation message if any family data has been updated. Required fields are validated.

Developer Notes
1.