

**7. INITIAL CONTACT WITH APPLICANT/PARTICIPANT .....2**  
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## 7. Initial Contact with Applicant/Participant

After the appropriate record is located or is initially created, the WIC staff member will gather mostly demographic information from the client. This exchange may take place during a telephone call or in person with the client. The system performs the same way whether the client is an applicant or a participant, except where explicitly noted in the documentation. All references to “applicant” can be replaced with “participant” except where noted.

### 7.1 Applicant Prescreening

The Applicant Prescreening dialog allows the user to enter the information gathered during prescreening. The information gathered during prescreening updates the demographic record for the applicant. Only some of the demographic information is required or applicable at the time of prescreening. Only pertinent data elements are present on the Applicant Prescreening dialog. The dialog is invoked in response to the following user actions:

- Selection of the Create New Member menu item on the Participant List menu described in *Chapter 06 - Search-Selection*.
- Selection of the Create New Household menu item on the Participant List menu described in *Chapter 06 - Search-Selection*.
- Selection of the Create New Member toolbar button on the Participant List toolbar described in *Chapter 06 - Search-Selection*.
- Selection of the Create New Household toolbar button on the Participant List toolbar described in *Chapter 06 - Search-Selection*.
- Selection of the OK button while the Add Another Household Member radio button is selected on the Applicant Prescreening dialog described later in this document.

The screenshot shows the 'Applicant Prescreening' dialog box with the following fields and options:

- Personal Information:** Last Name, First Name, MI, Birth Date (MM/DD/YY), Address, WIC Category, County, City, Gender, State, ZIP.
- Mail:** A 'Same as Residence' button and fields for Address, City, State, and ZIP.
- Telephone:** Telephone 1 and 2, each with a 'Comment' field.
- Other Information:** How Heard about WIC, Clinic Assigned, Staff Member, Household Language(s) (Need Interpreter, Language1, Language2), Correspondence Preference, and checkboxes for Read and Spoken.
- Buttons:** 'Income Calculator', 'Race/Ethnicity', 'Applicant Has VOC Document', and 'Certification End Date'.
- On Completion:** Radio buttons for 'Add Another Household Member' (selected), 'Return to Participant List', and 'Open Participant Folder'.
- Footer:** Application Date (6/16/2008), 'Schedule Appointment' checkbox, and 'OK'/'Cancel' buttons.

Figure 1 - Applicant Prescreening - Add New Member to New Household Dialog

The screenshot shows the 'Applicant Prescreening' dialog box with the following fields and options:

- Personal Information:** Last Name (NAP), First Name (DY), MI (C), Birth Date (07/28/2003), Address (123 ANYSTREET), WIC Category (Non-Breastfeeding), County (HENRY), City (NEW CASTLE), Gender (Male), State (WY), ZIP (88888-0000).
- Mail:** A 'Same as Residence' button and fields for Address (123 ANYSTREET), City (NEW CASTLE), State (WY), and ZIP (88888-0000).
- Telephone:** Telephone 1 ((555)555-2081) with Comment (HOME), Telephone 2 (( ) - - ) with Comment.
- Other Information:** How Heard about WIC, Clinic Assigned (01 - Mother Child Center), Staff Member (Clinic Staff), Household Language(s) (Need Interpreter, Language1: English, Language2), Correspondence Preference (Spanish), and checkboxes for Read and Spoken.
- Buttons:** 'Income Calculator', 'Race/Ethnicity', 'Applicant Has VOC Document', and 'Certification End Date'.
- On Completion:** Radio buttons for 'Add Another Household Member' (selected), 'Return to Participant List', and 'Open Participant Folder'.
- Footer:** Application Date (09/03/2004), 'Schedule Appointment' checkbox, and 'OK'/'Cancel' buttons.

Figure 2 - Applicant Prescreening - Add New Member to Existing Household Dialog

## 7.1.1 Controls

This section describes the behavior of the controls on the Applicant Prescreening dialog.

### 7.1.1.1 Last Name Text Box (Last)

This control allows the user to enter the last name of the applicant. The text box will be enabled when the Applicant Prescreening dialog is active. The control will only accept entry of characters A-Z, {space}, and the following characters (‘ . , -). It will convert all entered characters to upper case. The maximum size of this control will be twenty-five (25) characters.

### 7.1.1.2 First Name Text Box (First)

This control allows the user to enter the first name of the applicant. The text box will be enabled when the Applicant Prescreening dialog is active. The control will only accept entry of characters A-Z, {space}, and the following characters (‘ . , -). It will convert all entered characters to upper case. The maximum size of this control will be twenty (20) characters.

### 7.1.1.3 Middle Initial Text Box (MI)

This control allows the user to enter the middle initial of the applicant. The text box will be enabled when the Applicant Prescreening dialog is active. The control will only accept entry of alpha characters. It will convert all entered characters to upper case. The maximum size of this control will be one (1) character.

### 7.1.1.4 Residence Address Text Box (Address)

This control allows the user to enter the residence address of the applicant. The text box will be enabled when the Applicant Prescreening dialog is active. The control will only accept entry of characters A-Z, 0-9, {space}, and the following characters (‘ . - # /). It will convert all entered characters to upper case. The maximum size of this control will be fifty (50) characters.

### *7.1.1.5 Residence County Dropdown*

This control allows the user to select the residence county of the applicant from a list of valid counties. The dropdown will be enabled when the Applicant Prescreening dialog is active and a valid 2-character State code has been entered in the Residence State masked edit box. The County dropdown will display a list of counties from the County entity for the user's state. Upon a selection in the County dropdown the City dropdown will become enabled. Upon a change in county, the Residence City dropdown will be cleared and remain enabled.

### *7.1.1.6 Residence City Dropdown*

This control allows the user to select the residence city of the applicant from a list of valid local municipalities. The dropdown will be enabled when the Applicant Prescreening dialog is active and a County is selected in the Residence County dropdown. The dropdown will contain a sub-set list of Cities listed in the LocalMunicipality entity sub-set by the value selected in the Residence County dropdown. Upon a change in County, this value will be cleared and the sub-set of data will be refreshed.

### *7.1.1.7 Residence State Masked Edit Box (State)*

This control allows the user to enter the residence state of the applicant. The masked edit box will be enabled when the Applicant Prescreening dialog is active. It will only allow the entry of alphabetic characters. It will convert all characters to upper case. The mask for the box will be "AA" to allow entry of 2-character State postal code. It will default to the postal code value for your State. Upon a change in State, the County and City dropdowns will become blank.

### *7.1.1.8 Residence ZIP Code Masked Edit Box*

This control allows the user to specify the ZIP code of the applicant. The masked edit box will be enabled when the Applicant Prescreening dialog is active. It will only allow the entry of numeric characters. The mask for the box will be "#####-#####" to allow entry of the four digit ZIP extension.

Upon entering a value in the ZIP, if the ZIP code is found in the CountyCityByZip entity and the following values are blank, the blank values will be automatically populated as follows:

- State masked edit box - the system will populate the State masked edit box with the CountyCityByZip.StateCD.
- County dropdown - the system will populate the County dropdown with the County.Name where CountyCityByZip.CountyCd = County.CountyCd

- City dropdown - the system will populate the City dropdown with the LocalMunicipality.Name where CountyCityByZip.CountyCd = LocalMunicipality.CountyCd and LocalMunicipality.LocalMunicipalityID

If a value exists for the Residence State, County and City and the user enters or modifies the ZIP, the system will not overwrite the previous entry/selection.

Upon entering a value in the ZIP, if the ZIP code is not found in the CountyCityByZip entity, the system will bypass the automatic update process.

#### *7.1.1.9 Birth Date Masked Edit Box*

This control allows the user to enter the date of birth of the applicant. The masked edit box will be enabled when the Applicant Prescreening dialog is active. It will only allow the entry of numeric characters. The mask for the box will be “###/###/####” to accept a date with a four digit year.

#### *7.1.1.10 WIC Category Dropdown*

The Dropdown will be enabled when the Applicant Prescreening dialog is active. The Dropdown will display a list of WIC Categories from the WICStatus entity.

When the WIC Category specified for the participant in the WIC Category Dropdown is Pregnant; Breastfeeding; or Non-Breastfeeding, the system will automatically select ‘Female’ in the Gender Dropdown and disable the Gender Dropdown.

#### *7.1.1.11 Gender Dropdown*

The Dropdown will be enabled when the value of the WIC Category Dropdown is Infant or Child. The list will display all ReferenceDictionary.Description values listed in the ReferenceDictionary entity where the ReferenceDictionary.Category = ‘Gender’.

If the value selected in the WIC Category dropdown is Pregnant; Breastfeeding; or Non-Breastfeeding, the value will default to ‘Female’ and the dropdown will be disabled.

#### *7.1.1.12 Same as Residence Button*

The Same as Residence button is enabled when the Applicant Prescreening dialog is active. (See *Copy Residence Address to Mailing Address* in the Processing section below)

#### *7.1.1.13 Mailing Address Text Box (Address)*

This control allows the user to enter the mailing address of the applicant. The text box will be enabled when the Applicant Prescreening dialog is active. The control will only accept characters A-Z, 0-9, {space}, and the following characters (‘ . - # /). It will convert all entered characters to upper case. The maximum size of this control will be fifty (50) characters.

#### *7.1.1.14 Mailing City Text Box (City)*

This control allows the user to enter the mailing city of the applicant. The text box will be enabled when the Applicant Prescreening dialog is active. The control will only accept characters A-Z, {space}, and the following characters (‘ . , -). It will convert all entered characters to upper case. The maximum size of this control is thirty (30) characters.

#### *7.1.1.15 Mailing State Masked Edit Box (State)*

This control allows the user to enter the mailing state of the applicant. The masked edit box will be enabled when the Applicant Prescreening dialog is active. It will only allow the entry of alphabetic characters. It will convert all characters to upper case. The mask for the box will be “AA” to allow entry of 2-character State postal code. It will default to the postal code value for your State.

#### *7.1.1.16 Mailing ZIP Code Masked Edit Box (ZIP)*

This control allows the user to enter the mailing ZIP code of the applicant. The masked edit box will be enabled when the Applicant Prescreening dialog is active. It will only allow the entry of numeric characters. The mask for the box will be “#####-####” to allow entry of a four digit ZIP extension.

#### *7.1.1.17 Applicant Has VOC Document Check Box*

This check box allows the user to indicate that the applicant has a valid VOC document from another State. The check box will be enabled when the Applicant Prescreening dialog is active.

#### *7.1.1.18 Certification Ending Date Masked Edit Box (Cert. End Date)*

This control allows the user to enter the certification ending date for an applicant who has a VOC document. The masked edit box will be enabled when the Applicant Has VOC Document check box is marked. It will only allow the entry of numeric characters. The mask for the box will be “##/##/####” to accept a date with a four digit year.

#### **7.1.1.19 Telephone 1 Masked Edit Box**

This control allows the user to enter the first telephone number at which the applicant may be reached. The masked edit box will be enabled when the Applicant Prescreening dialog is active. It will only allow the entry of numeric characters. The mask for the box will be “###-###-####” to allow entry of an area code and seven digit telephone number. When this control gets focus, the area code portion of this box will populate the area code value selected as the default Area Code for the Clinic (Refer to Clinic Settings in *Chapter 01 - System Administration*). When the control loses focus, if no phone number is entered, the pre-filled area code will be removed.

#### **7.1.1.20 Telephone 1 Comment Text Box (Comment)**

This control allows the user to enter additional information about Telephone 1 (i.e. Home, Work, etc.) The text box will be enabled when the Applicant Prescreening dialog is active. The control will only accept entry of alphanumeric characters. The maximum size of this control will be thirty (30) characters.

#### **7.1.1.21 Telephone 2 Masked Edit Box**

This control allows the user to enter the second telephone number at which the applicant may be reached. The masked edit box will be enabled when the Applicant Prescreening dialog is active. It will only allow the entry of numeric characters. The mask for the box will be “###-###-####” to allow entry of an area code and seven digit telephone number. When this control gets focus, the area code portion of this box will populate the area code value selected as the default Area Code for the Clinic (Refer to Clinic Settings in *Chapter 01 - System Administration*) When the control loses focus, if no phone number is entered, the pre-filled area code will be removed.

#### **7.1.1.22 Telephone 2 Comment Text Box (Comment)**

This control allows the user to enter additional information about Telephone 2 (i.e. Home, Work, etc.). The text box will be enabled when the Applicant Prescreening dialog is active. The control will only accept entry of alphanumeric characters. The maximum size of this control will be thirty (30) characters.

#### **7.1.1.23 Race/Ethnicity Button**

The Race/Ethnicity button will be enabled when the Demographics Information dialog is active and the system is configured to allow for Race/Ethnicity entry during pre-screening.

#### *7.1.1.24 Income Calculator Button*

The Income Calculator Button will be enabled when the Demographics Information dialog is active. It will have a picture of a calculator keypad and does not have a mnemonic. It will have the ToolTip text of "Use the Income Calculator".

#### *7.1.1.25 How Heard about WIC Dropdown*

This control allows the user to select the method by which the applicant first heard about WIC. The dropdown will be enabled when the Applicant Prescreening dialog is active. It will contain a list of values from the ReferenceDictionary entity where attribute CATEGORY = 'HOWHEARD'. Additionally, there will be a value of {none selected} added to the list.

#### *7.1.1.26 Clinic Assigned Dropdown*

This control allows the user to select the Clinic at which the applicant is expected to receive services. The dropdown will be enabled when the Applicant Prescreening dialog is active. It will display a list of Clinics in the Service Site entity associated with the Agency in the Agency entity and Administration Site in the AdministrationSite entity selected when the user logged into the system.

#### *7.1.1.27 Staff Member Dropdown*

This control allows the user to assign the applicant to an established Clinic resource. The dropdown will be enabled when the Applicant Prescreening dialog is active and at least one staff member has been established for the Clinic. It will display a sub-set list of defined staff members for the Location.

#### *7.1.1.28 Need Interpreter Check Box*

This control allows the user to indicate that an interpreter is needed for encounters with the applicant. The check box will be enabled when the Applicant Prescreening dialog is active.

#### *7.1.1.29 Correspondence Preference*

This control will be enabled when the Applicant Prescreening dialog is active. . It will contain a list of languages (an entry for 'English' and 'Spanish') from the reference dictionary table of the lookup database for the category 'DOCMNTLANG'. The Dropdown will default to the default language specified for the Clinic at which the participant was added to the database.

#### *7.1.1.30 Language 1 Dropdown*

This control allows the user to select the primary language of the applicant household. The dropdown will be enabled when the Applicant Prescreening dialog is active. It will contain a list of languages from the ReferenceDictionary entity where the attribute CATEGORY = 'LANGUAGE'.

#### *7.1.1.31 Language 1 Read Check Box (Read)*

This control allows the user to indicate that the applicant reads the primary language. The check box will be enabled when the Applicant Prescreening dialog is active and a language has been selected in the Language 1 dropdown.

#### *7.1.1.32 Language 1 Spoken Check Box (Spoken)*

This control allows the user to indicate that the applicant speaks the primary language. The check box will be enabled when the Applicant Prescreening dialog is active and a language has been selected in the Language 1 dropdown.

#### *7.1.1.33 Language 2 Dropdown*

This control allows the user to specify the secondary language of the applicant household. The dropdown will be enabled when the Applicant Prescreening dialog is active. It will contain a list of languages from the ReferenceDictionary entity where the attribute CATEGORY = 'LANGUAGE'.

#### *7.1.1.34 Language 2 Read Check Box (Read)*

This control allows the user to indicate that the applicant reads the secondary language. The check box will be enabled when the Applicant Prescreening dialog is active and the secondary language is selected in the Language 2 dropdown.

#### *7.1.1.35 Language 2 Spoken Check Box (Spoken)*

This control allows the user to indicate that the applicant speaks the secondary language. The check box will be enabled when the Applicant Prescreening dialog is active and the secondary language is selected in the Language 2 dropdown.

#### *7.1.1.36 On Completion Radio Button Group*

This control allows the user to indicate the action to be taken by the system on completion of the prescreening function of this dialog. This radio button group will consist of the following radio buttons:

- Add Another Household Member
- Return to Participant List
- Open Participant Folder

The radio button group will be enabled when the Applicant Prescreening dialog is active.

#### *7.1.1.37 Application Date Text Label and Value Label*

This control allows the user to view the date on which the applicant first requested to be seen by the WIC program, or the date on which the applicant was scheduled for a subsequent certification. It will display in the inverse color of the form. Note that this control does not receive focus and is not included in the tab order of this dialog.

#### *7.1.1.38 Schedule Appointment Check Box*

This control allows the user to indicate that an appointment should be made for the applicant. The check box will be enabled when the Applicant Prescreening dialog is active.

#### *7.1.1.39 OK Button*

The OK button will be enabled when the Applicant Prescreening dialog is active. (See the *Processes* section below) Characteristics for the OK button are defined in *Consistencies*.

#### *7.1.1.40 Cancel Button*

The Cancel button will be enabled when the Applicant Prescreening dialog is active. Characteristics for the Cancel button are defined in *Consistencies*.

### **7.1.2 Processes**

This section describes the processes (navigation) that take place as a result of the actions taken on the Applicant Prescreening dialog.

#### *7.1.2.1 Initializing the Interface*

The Applicant Prescreening dialog can be initialized from one of the following two processes:

- Adding a new member to a new household

- Adding a new member to an existing household

Both processes are described in detail below.

#### 7.1.2.1.1 Adding a new member to a new household

The title bar text is set to “Applicant Prescreening

The following values will initially be blank:

- Last Name
- First Name
- MI
- Residence Address
- Residence City
- Residence ZIP
- Birth Date
- Gender dropdown
- WIC Category
- Mailing Address
- Mailing City
- Mailing ZIP
- Applicant Has VOC Document check box
- VOC Certification Ending Date
- Telephone 1
- Comment
- Telephone 2
- Race/Ethnicity Dropdown for Tribe
- Comment
- Language 2
- Read check box (2)
- Spoken check box (2)
- Need Interpreter check box
- Schedule Appointment check box

The Residence County value is populated with the default value defined for County for the specified Clinic selected when the user logged into the application (Refer to Clinic Settings in *Chapter 01 - System Administration*). If the default value for County is not defined for the Clinic, the value will initially be blank.

The Correspondence Preference dropdown will default to the default language specified for the Clinic at which the participant was added to the database, if either ‘English’ or ‘Spanish’ is selected. If any other language is selected, it will default to ‘English’

The Language 1 value is populated with the default value defined for Language for the specified Clinic selected when the user logged into the application (Refer to Clinic Settings in *Chapter 01 - System Administration*). If the default value for Language is not defined for the Clinic, the value will initially be blank.

Read check box for Language 1 is initially checked if the Language 1 value is populated. If Language 1 is not populated, the Read check box for Language 1 is initially blank.

Spoken check box for Language 1 is initially checked if the Language 1 value is populated. If Language 1 is not populated, the Spoken check box for Language 1 is initially blank.

The Mailing State defaults to the State defined in the State\_Profile entity.

The Residence State defaults to the State defined in the State\_Profile entity.

The Clinic Assigned value will default to the Clinic selected by the user when they logged into the system (Refer to System Login)

The How Heard about WIC will default to 'None Selected'.

The Staff Member value will default to 'Clinic Staff'.

The On Completion radio button group will default to the value defined in *ScreenAfterPrescreen* business rule.

The Application Date value will be default to the current system date.

#### 7.1.2.1.2 Adding a new member to an existing household

The title bar text is set to "Applicant Prescreening"

The following values will initially be blank:

- Last Name
- First Name
- MI
- Birth Date
- Gender dropdown
- WIC Category
- Applicant Has VOC Document check box
- VOC Certification Ending Date
- Schedule Appointment check box
- Race/Ethnicity dropdown for Tribe

The following values are presented from values saved for the HouseholdID in the Household entity:

- Residence Address
- Residence County
- Residence City
- Residence State
- Residence ZIP
- Mailing Address
- Mailing City
- Mailing State
- Mailing ZIP
- How Heard about WIC
- Telephone 1
- Comment
- Telephone 2
- Comment
- Language 1
- Read check box (1)
- Spoken check box (1)
- Language 2
- Read check box (2)
- Spoken check box (2)
- Need Interpreter
- Clinic Assigned
- Staff Member

The On Completion radio button group will default to the value defined in *ScreenAfterPrescreen* business rule.

The Application Date value will be default to the current system date.

#### 7.1.2.2 Edits

Upon selection of the OK button, the system will check that values have been entered in the following controls:

- Last Name text box
- First Name text box
- Birth Date masked edit box
- Residence Address text box
- Residence County dropdown
- Residence City dropdown
- Residence State masked edit box
- Residence ZIP Code masked edit box
- Gender dropdown
- WIC Category dropdown
- Mailing Address text box
- Mailing City text box
- Mailing State masked edit box

- Mailing ZIP Code masked edit box
- Race/Ethnicity dropdown for Tribe
- Clinic Assigned dropdown
- Staff Member dropdown
- Certification Ending Date (only required if the Applicant has VOC Certification check box is checked)

If an entry is not made in an above-listed control, the system will invoke a standard error message with the text “An entry is required for the {control label}”.

If an invalid date is entered in the following:

- Birth Date masked edit box
- Certification End Date

The system will invoke a standard error message with the text “Invalid date entered.”

If a complete 10-digit telephone number has not been entered in the following:

- Telephone 1 masked edit box
- Telephone 2 masked edit box

The system will invoke a standard error message with the text “The entry for {control label} is invalid.”

If a complete 5-digit or 9-digit ZIP code is not entered into the following:

- Residence ZIP Code masked edit box
- Mailing ZIP Code masked edit box

The system will invoke a standard error message with the text “The entry for ZIP code is invalid.”

The specified date of birth must fall within the acceptable range for the selected WIC Category, according to the following table:

<b>WIC Category</b>	<b>Minimum Date</b>	<b>Maximum Date</b>
Infant	current system date	364 days previous to current system date (365 if spanning a leap year)
Child	one (1) year previous to current system date	Value set for State Business Rule 'MaximumChildAge', 364 days previous to current system date (365 if spanning a leap year) previous to current system date
Pregnant	Value set for State Business Rule 'MinimumWomanAge' previous to current system date	Value set for State Business Rule 'MaximumWomanAge' previous to current system date
Breastfeeding	Value set for State Business Rule 'MinimumWomanAge' previous to current system date	Value set for State Business Rule 'MaximumWomanAge' previous to current system date
Non-breastfeeding	Value set for State Business Rule 'MinimumWomanAge' previous to current system date	Value set for State Business Rule 'MaximumWomanAge' previous to current system date

If the Date of Birth is not within the specified range listed above, the system will invoke a standard error message with the text "Date of birth is invalid for a (an) {WIC Category}."

The specified gender must be applicable to the selected WIC Category, according to the following table:

<b>WIC Category</b>	<b>Acceptable Gender</b>
Infant	Male, Female
Child	Male, Female
Pregnant	Female
Breastfeeding	Female
Non-breastfeeding	Female

If the selected WIC Category is not within the specified range listed above, the system will invoke a standard error message with the text “WIC Category invalid for gender specified.”

If a date value is entered in the Certification Ending Date masked edit box, it must fall within the acceptable range for the selected WIC Category, according to the following table:

<b>WIC Category</b>	<b>Minimum Date</b>	<b>Maximum Date</b>
Infant	current system date	Value set for State Business Rule 'DAYSVOCVALID_I' after current system date
Child	current system date	Value set for State Business Rule 'DAYSVOCVALID_C' after current system date
Pregnant	current system date	Value set for State Business Rule 'DAYSVOCVALID_P' after current system date
Breastfeeding	current system date	Value set for State Business Rule 'DAYSVOCVALID_B' after current system date
Non-breastfeeding	current system date	Value set for State Business Rule 'DAYSVOCVALID_N' after current system date

If the date entered into the Certification Ending Date WIC Category is not within the specified range listed above, the system will invoke a standard error message with the text “The certification end date is not valid. It can be no earlier than the current system date and no later than the Max number of days {WIC Category} can certify VOC ({#}) days in the future.”

If the above edits are met, the system will determine if the applicant meets the criteria to be served in case of a waiting list situation. If the applicant does not meet the currently serving criteria, the system will invoke the Add Participant to Waiting List dialog described in Clinic Chapter 02 – Waiting List.

If the applicant is category of Breastfeeding and the VOC Certification check box is checked, the system will invoke a standard warning message with the text “Is this woman exclusively breastfeeding?” with Yes and No buttons. The system will use the response when saving data for the applicant.

If the above edits are met and the state business rule ShowDupParticipant is a “Y” value, the system will perform a Soundex search on the ‘Last Name’ and ‘First Name’ fields and date of birth of the prescreened applicant to determine if participant is a potential duplicate. If no potential duplicates are found, the system will proceed to saving the prescreening information (see Saving the Data below). If potential duplicates are found, the system will display the Potential Duplicate Applicant/Participant dialog (see Potential Duplicate Applicant/Participant section of this document).

If the Schedule Appointment check box is checked and if the user does not have the appropriate permissions to schedule appointments (Appointments.Add or Full Control), the system will invoke a standard error message with the text “You do not have the necessary permissions to schedule appointments. Please see the supervisor.”

Upon successful completion, if the Schedule Appointment check box is checked the system will display the Select Appointment to Schedule dialog. (Refer to Chapter 08 - Appointment Scheduling). After the Select Appointment to Schedule dialog is exited, the system will take the appropriate action indicated by the On Completion radio button group.

If the applicant is not placed on the waiting list and depending on the users selection in the On Completion radio button group, the systems course of action will vary upon exiting the Applicant Prescreening dialog:

#### 7.1.2.2.1 Add Another Household Member

If the Add Another Household Member radio button is selected, the system will assign the Household ID of the newly added applicant and re-invoke the Applicant Prescreening dialog

#### 7.1.2.2.2 Return to Participant List

If the Return to Participant List radio button is selected, upon successful completion of saving the prescreening information, the system will return to the currently selected view of the Participant List window.

#### 7.1.2.2.3 Open Participant Folder

If the Open Participant Folder radio button is selected, upon successful completion of saving the prescreening information, the system will open the Participant Folder for the newly added household member (Refer to *Chapter 09 - Participant Folder*).

#### 7.1.2.3 Saving the Data

Depending on the user's selections, upon saving the information, the system will establish HouseholdID and StateWICID:

- The system will assign the next available StateWICID to the new household member.
- If the Applicant Prescreening dialog was invoked from the Create New Household Member toolbar button or menu item on the Participant List window, the Household ID of the selected participant on the Participant List will be assigned to the new household member.
- If the Applicant Prescreening dialog was invoked from the Create New Household toolbar button or menu item from the Participant List window, the system will assign the next available Household ID to the new household and new household member.
- If the Applicant Prescreening dialog is re-invoked from the Add Another Household Member process described in this document, the system will add the newly added applicant the Participant List grid and assign the Household ID of the household member previously added from the Applicant Prescreening dialog to the new household member.

After the State WIC ID and Household ID are established, the system will create new records for the following conditions:

- If the applicant is created as a new member to an existing household, a new record is created in the Member entity with a newly created unique StateWICID, using the existing HouseholdID in the Household entity.
- If the applicant is created as a new member to a new household, a new record is created in the Household entity with a newly created unique HouseholdID and a new record is created in the Member entity using a newly created unique StateWICID. The new HouseholdID created through this process is associated with the Member record.
- If the WIC Category of the applicant is Pregnant (P), Breastfeeding (B) or Non-breastfeeding (N), the system will create a woman information record in the Woman entity and a pregnancy information record in the Pregnancy entity associated with the StateWICID in the Member entity.

- If the WIC Category of the applicant is Breastfeeding (B) or Non-breastfeeding (N), the system will create a postpartum information record in the Postpartum entity associated with the StateWICID and PregnancyID in the Pregnancy entity.
- If the WIC Category of the applicant is Breastfeeding (B), and the VOC Certification check box is checked and the user responded with “Yes” to the “Is this woman exclusively breastfeeding?” message, the system will create a postpartum infant information record in the PostpartumInfant entity associated with the StateWICID and PostpartumID in the Postpartum entity.
- If the WIC Category of the applicant is an Infant (I) or Child (C), the system will create a child information record in the Child entity associated with the StateWICID in the Member entity.
- If the VOC Certification check box is checked, the system will create a certification contact record in the CertContact entity associated with the StateWICID in the Member entity. The system will also create a risk factor record in the RiskFactor entity associated with the CertificationID in the CertContact entity.

If the applicant is a WIC Category of ‘N’, ‘B’ or ‘P’ a the values in the Member.LastName, Member.FirstName and Member.MiddleInitial are also saved to the Member.AuthRepLastName, Member.AuthRepFirstName and Member.AuthRepMiddleInitial.

If the system is configured to interface with an External System, the External Systems ID number will be gathered from the External ID (DCN) Acquisition process described below and stored in the member table’s ExternalID column.

The system will save all information for the Applicant in the database (see Data Map section below) and add a row for the newly added applicant to the Participant List grid.

#### *7.1.2.4 Copy Residence Address to Mailing Address*

Upon selection of the Mailing Address Same as Residence button, the system will copy the value of the Residence Address text box to the Mailing Address text box, the value of the Residence City dropdown to the Mailing City text box, the value of the Residence State edit box to the Mailing State edit box, and the value of the Residence ZIP Code masked edit box to the Mailing ZIP Code masked edit box.

#### *7.1.2.5 Race/Ethnicity Button*

Upon selection of the Race/Ethnicity button the system will invoke the Race/Ethnicity dialog as defined in the Common Interface Panels [Chapter A – Demographic Information Panels](#). Race/Ethnicity data that is entered by the user will be saved by the Race/Ethnicity dialog when called from the Prescreening dialog.

### 7.1.2.6 Income Calculator

Upon selection of the Income Calculator button, the system will display the Income Calculator dialog as defined in Common Interface Panels [Chapter D – Income Calculator](#). Income data that is entered by the user is not saved by the Income Calculator when called by the Prescreening dialog.

### 7.1.2.7 Data Map

Control Label	Entity	Attribute	Business Rules
HouseHoldID (system generated)	Household Member	HouseholdID	
StateWICID (system generated)	Member Child (if WICSTATUS = 'I' OR 'C') Woman (if WICSTATUS = 'B', 'P' OR 'N') Pregnancy (if WICSTATUS = 'B', 'P' OR 'N') PostPartum (if WICSTATUS = 'B', OR 'N') PostpartumInfant (if WICSTATUS = 'B', Applicant has VOC Document and woman is exclusively breastfeeding)	StateWICID	
Last	Member	LastName	
First	Member	FirstName	
MI	Member	MiddleInitial	

<b>Control Label</b>	<b>Entity</b>	<b>Attribute</b>	<b>Business Rules</b>
(Residence) Address	Household	Address	
(Residence) County	Household	County	
(Residence) City	Household	LegalMunicipality & LocalMunicipality	
(Residence) State	Household	State	
(Residence) ZIP	Household	ZIP	
Birth Date	Member	DateOfBirth	
Gender	Member	Gender	
WIC Category	Member	WICStatus	
Mailing Address	Household	MailAddress	
Mailing City	Household	MailCity	
Mailing State	Household	MailState	
Mailing ZIP	Household	MailZIP	
Applicant Has VOC Document	Member  CertContact (a record is created for the certification)  RiskFactor (a record is created for the certification)	VOCDocument  ValidCertification  CertStartDate (current date)	

Control Label	Entity	Attribute	Business Rules
Certification End Date	Member  CertContact (CertEndDate is recorded on the new CertContact record)	CertificationDueDate	
How Heard about WIC	Household	HowHeardAboutWIC	
Telephone 1	Household	Telephone1	
Comment (1)	Household	Comment1	
Telephone 2	Household	Telephone2	
Comment (2)	Household	Comment2	
Language 1	Household	Language1	
Read (1)	Household	Language1Read	
Spoken (1)	Household	Language1Spoken	
Language (2)	Household	Language2	
Read (2)	Household	Language2Read	
Correspondence Preference	Household	LanguagePreference	
Spoken (2)	Household	Language2Spoken	
Need Interpreter	Household	InterpreterNeeded	
Staff Member	Member	UserID	
Clinic	Member	ServiceSiteID	
Race/Ethnicity	Member	RaceEthnicity	
External ID	Member	ExternalID	

## 7.2 Potential Duplicate Applicant/Participant

The Potential Duplicate Applicant/Participant dialog allows the user to review all existing applicants or enrollees that have the exact same first name, last name and date of birth as the prescreened applicant. The user may choose one of the potential duplicates, proceed with the prescreening process or abandon the prescreening process altogether. The dialog is invoked when the user selects the OK button on the Applicant Prescreening dialog, the *ShowDupParticipant* business rule is active, and the system determines that there are potential duplicates.

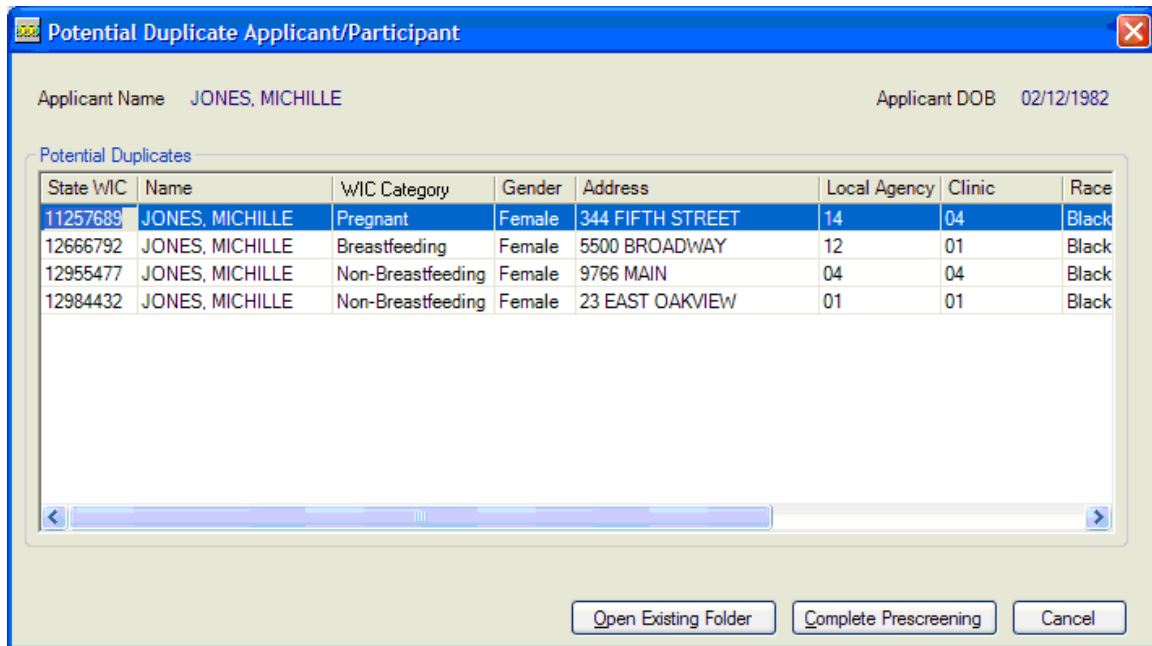


Figure 3 - Potential Duplicate Applicant/Participant Dialog

### 7.2.1 Controls

This section describes the behavior of the controls on the Potential Duplicate Applicant/Participant dialog.

#### 7.2.1.1 Applicant Name Text and Value Label

This control displays the name of the prescreened applicant. It will display in the inverse color of the form. Note that this control does not receive focus and is not included in the tab order of this dialog.

### *7.2.1.2 Applicant Date of Birth Text and Value Label (Applicant DOB)*

This control displays the date of birth for the prescreened applicant. It will display in the inverse color of the form. Note that this control does not receive focus and is not included in the tab order of this dialog.

### *7.2.1.3 Potential Duplicates Display Grid*

This control allows the user to view the existing applicants and enrollees that have the exact same first name, last name and date of birth as the prescreened applicant. The display grid will be enabled when the Potential Duplicate Applicant/Participant dialog is active. It consists of the following columns:

- State WIC ID
- Participant Name
- WIC Category
- Gender
- Address
- Local Agency
- Clinic
- Race/Ethnicity
- Mother Birth Name
- Authorized Representative

The values on the grid are read-only.

### *7.2.1.4 Open Existing Folder Button*

The Open Existing Folder button will be enabled when an entry is selected in the Potential Duplicates display grid. It has a mnemonic of “O” (see *Open Existing Folder* in the Processing section below).

### *7.2.1.5 Complete Prescreening Button*

This control allows the user to complete the prescreening process for the applicant on the Applicant Prescreening dialog. The Complete Prescreening button will be enabled when the Potential Duplicate Applicant/Participant dialog is active. It has a mnemonic of “C” (see *Complete Prescreening* in the Processing section below).

### *7.2.1.6 Cancel Button*

The Cancel button will be enabled when the Potential Duplicate Applicant/Participant dialog is active. Characteristics for the Cancel button are defined in *Consistencies*.

## 7.2.2 Processes

This section describes the processes (navigation) that take place as a result of the actions taken on the Potential Duplicate Applicant/Participant dialog.

### 7.2.2.1 *Initializing the Interface*

The Applicant Name value label is populated from the Last Name, First Name MI values entered on the Applicant Prescreening dialog.

The Applicant Date of Birth value label is populated from the Birth Date value entered on the Applicant Prescreening dialog.

The first entry in the Potential Duplicates display grid will be initially selected.

The entries in the Potential Duplicates display grid will be sorted in numeric order according to the State WIC ID column.

An entry will be added to the grid for each applicant/participant that has the exact same first name, last name and date of birth as the prescreened applicant. The Potential Duplicates display grid displays the following values:

- State WIC ID (MEMBER.STATEWICID)
- Participant Name (MEMBER.LASTNAME, MEMBER.FIRSTNAME MEMBER.MIDDLEINITIAL)
- WIC Category (MEMBER.WICSTATUS)
- Gender (MEMBER.GENDER)
- Address (HOUSEHOLD.ADDRESS)
- Local Agency (MEMBER.AGENCYID)
- Clinic (MEMBER.SERVICESTITEID)
- Race/Ethnicity (MEMBER.RACEETHNICITY)
- Mother Birth Name (or display N/A if not applicable)  
(MEMBER.MotherLastName + “,” + MEMBER.MotherFirstName + MEMBER.MotherMiddleInitial)
- Authorized Representative (or display N/A if not applicable)  
(MEMBER.AuthRepFirstName + “,” + MEMBER.AuthRepLastName + MEMBER.AuthRepMiddleInitial)

### 7.2.2.2 *Open Existing Folder*

Upon selection of the Open Existing Folder button if a selection is not made in the Potential Duplicates display grid, the system will invoke a standard error message with the text “A selection is required in the Potential Duplicates display grid.”

Upon selection of the Open Existing Folder button and successful completion of the edits listed above, the system will proceed depending upon the value of the *SavDupDemographics* business rule:

If the SavDupDemographics business rule is active and the following address and telephone information on the Applicant Prescreening panel does not match the selected participant's data, the system will invoke a standard warning message with the text "The address and telephone information that was entered for the applicant does not match the information that is currently recorded for the selected participant. Do you want to update the participant with this new information?" with Yes and No buttons. The attributes compared are:

- Household.Address
- Household.CountyCd
- Household.LegalMunicipality
- Household.LocalMunicipality
- Household.StateCd
- Household.ZipCode
- Household.MailAddress
- Household.MailCity
- Household.MailState
- Household.MailZip
- Household.Telephone1
- Household.Comment1
- Household.Telephone2
- Household.Comment2

Upon selection of the Yes button the system will update the participant with the address and telephone information that was entered for the applicant, exit the Applicant Prescreening dialog and invoke the Participant Folder for the selected applicant/participant.

Upon selection of the No button the system will discard any changes made to the applicant information, exit the Applicant Prescreening dialog and invoke the Participant Folder for the selected applicant/participant.

If the SavDupDemographics business rule is not active, the system will discard any changes made to the applicant information, exit the Applicant Prescreening dialog and invoke the Participant Folder for the selected applicant/participant.

#### ***7.2.2.3 Complete Prescreening (Saving the Data)***

Upon selection of the Complete Prescreening button, the system will complete the applicant prescreening process. The system will proceed to saving the prescreening information (see *Saving the Data* in the Processing section for Applicant Prescreening).

#### ***7.2.2.4 Cancel***

Upon selection of the Cancel button, the system will return to the Applicant Prescreening dialog.

### *7.2.2.5 Data Map*

See *Data Map* in the Processing Section of Applicant Prescreening.

### 7.3 External Duplicate Search, Resolution and Acquisition of External ID

When configured to do so, the SPiRiT system performs real time Duplicate Searches against external data stores. If potential duplicates are located the status of the duplication must be resolved. In either case, a new Applicant must acquire the External ID (DCN) from the External System before the record can be saved into the Member and Household tables. This Duplicate Search, Duplicate Resolution and Acquisition of External ID occur after SPiRiT's internal duplicate search is completed and prior to the point data is saved.

The system connects to the external data and performs a search on the applicant's first name, last name and date of birth. If any potential duplicate records are located then the user must resolve the potential duplicates by choosing one of three options; select a potential duplicate record and confirm the duplicate match, proceed with the prescreening process and request a new External ID or abandon the prescreening process altogether by canceling. The dialog is invoked when the user selects the OK button on the Applicant Prescreening dialog, the *ShowDupParticipant* business rule is active, and the system determines that there are potential duplicates in the external system.

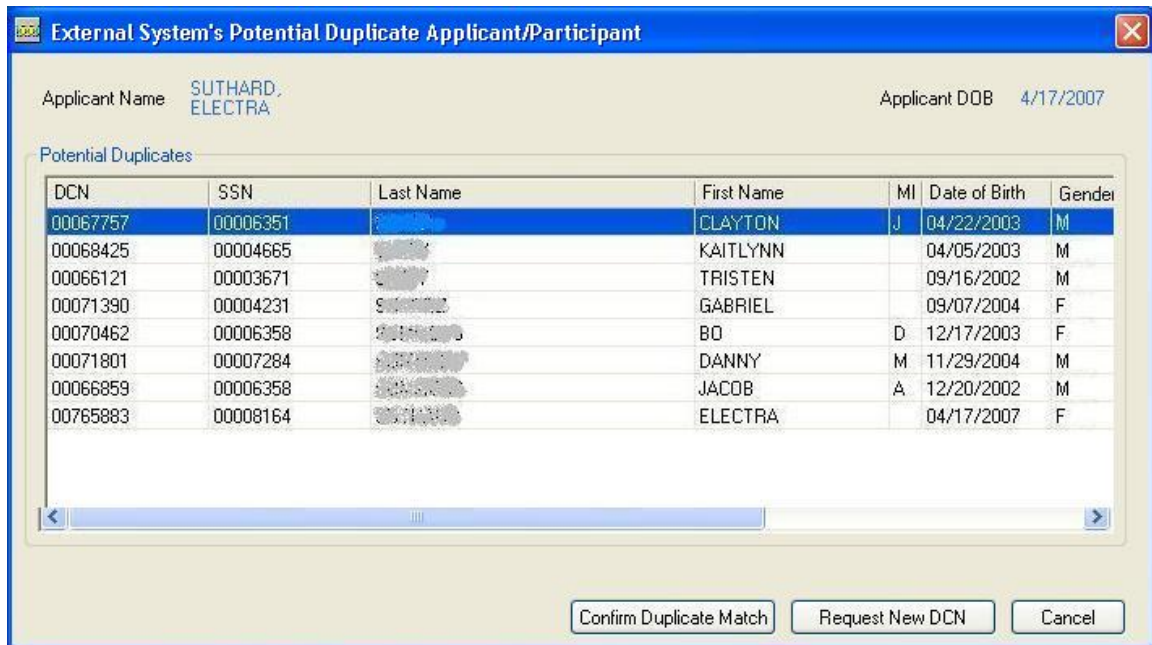


Figure 4 - Potential Duplicate Applicant/Participant Dialog

#### 7.3.1 Controls

This section describes the behavior of the controls on the Potential Duplicate Applicant/Participant dialog.

### 7.3.1.1 Applicant Name Text and Value Label

This control displays the name of the prescreened applicant. It will display in the inverse color of the form. Note that this control does not receive focus and is not included in the tab order of this dialog.

### 7.3.1.2 Applicant Date of Birth Text and Value Label (Applicant DOB)

This control displays the date of birth for the prescreened applicant. It will display in the inverse color of the form. Note that this control does not receive focus and is not included in the tab order of this dialog.

### 7.3.1.3 Potential Duplicates Display Grid

This control allows the user to view the existing people in the external system that have the exact same first name, last name and date of birth as the prescreened applicant. The display grid will be enabled when the Potential Duplicate Applicant/Participant dialog is active. It consists of the following columns:

- External Data ID (DCN)\*
- Social Security Number (SSN)
- Last Name
- First Name
- Middle Initial (MI)
- Date of Birth
- Gender

The values on the grid are read-only.

\*The column label for the External Data's ID can be customized, by use of a business rule, to best describe the ID number.

### 7.3.1.4 Confirm Duplicate Match Button

The Confirm Duplicate Match button will be enabled when an entry is selected in the Potential Duplicates display grid. It has a mnemonic of "M" (see *Confirm External Duplicate Match* in the Processing section below).

### 7.3.1.5 Request New DCN Button

This control allows the user to create a new record in the external data and tie that record to the SPiRiT participant with the External ID (DCN). The Request New DCN button will be enabled when the External System's Potential Duplicate Applicant/Participant dialog is active. It has a mnemonic of "R" (see *Request New DCN* in the Processing section below).

### 7.3.1.6 Cancel Button

The Cancel button will be enabled when the External System's Potential Duplicate Applicant/Participant dialog is active. Characteristics for the Cancel button are defined in *Consistencies*.

## 7.3.2 Processes

This section describes the processes (navigation) that take place as a result of the actions taken on the Potential Duplicate Applicant/Participant dialog.

### 7.3.2.1 Initializing the Interface

The Applicant Name value label is populated from the Last Name, First Name MI values entered on the Applicant Prescreening dialog.

The Applicant Date of Birth value label is populated from the Birth Date value entered on the Applicant Prescreening dialog.

The first entry in the Potential Duplicates display grid will be initially selected.

The entries in the Potential Duplicates display grid will be sorted in numeric order according to the External ID (DCN) column.

An entry will be added to the grid for each applicant/participant that was found in the External System Search for the exact same first name, last name and date of birth as the prescreened applicant. The Potential Duplicates display grid displays the following values:

- External ID (DCN)
- Social Security Number (SSN)
- Last Name
- First Name
- Middle Initial (MI)
- Date Of Birth
- Gender

### 7.3.2.2 Confirm External Duplicate Match

Upon selection of the Confirm Duplicate Match button if a selection is not made in the Potential Duplicates display grid, the system will invoke a standard error message with the text "A selection is required in the Potential Duplicates display grid."

Upon selection of the Confirm Duplicate Match button and successful completion of the edits listed above, the system will utilize the selected row's DCN and save the applicant into the database and tie them to the external system by storing the DCN into the External ID column of the member table.

### 7.3.2.3 Request New DCN (Saving the Data)

If the user determines that none of the potential duplicates are exact matches for the Prescreened Applicant, they confirm the creation of a new participant and the creation of a new External ID (DCN) by clicking the Request New DCN button. The system will perform the *External ID (DCN) Acquisition* process described below and finally the system will save the prescreening information (see *Saving the Data* in the Processing section for Applicant Prescreening).

### 7.3.2.4 Cancel

Upon selection of the Cancel button, the system will return to the Applicant Prescreening dialog.

### 7.3.2.5 External ID (DCN) Acquisition

If the External Duplicate Search returns no potential duplicates then the External System Potential Duplicate Applicant/Participant dialog never displays, but the External System still needs to be sent the request to create a new external record and return the External ID (DCN).

Also, if the user determines that none of the potential duplicates match the Applicant being entered then they press the Request New DCN button to request the creation of a new external record and return the External ID (DCN).

In either case, the Applicant's first name, last name, middle initial, gender, date of birth, race/ethnicity and language proficiency are passed to the External System, which adds the new person to the data and returns the newly assigned External ID (DCN). The External ID (DCN) is stored in the member record's ExternalID column and is used as the basis for communicating with the External System from that point forward.

### 7.3.2.6 Data Map

See *Data Map* in the Processing Section of Applicant Prescreening.