

Initial Contacts for Meeting the Processing Standards Script

Introduction

This HuBERT on-demand training module...

Intro1

... is provided by the MN Department of Health WIC Program. It provides an overview of the Initial Contact, which allows us to document whether the Processing Standards are being met.

The Processing Standard

Policy

The Processing Standards are Federal requirements describing the amount of time allowed between when an appointment is requested and when the first appointment is **offered**.

Pregnant women, infants less than 6 months old and migrant families are considered at special nutritional risk and should be offered an appointment within 10 calendar days.

All others should be offered an appointment within 20 calendar days.

ICScreen

The Initial Contact screen in HuBERT allows us to document the date a WIC appointment was requested, how the request was made, and the date of the first appointment offered, all of which allows assessment of whether the processing standards are being met.

ICScreen1

In order to provide flexibility in completing the Initial Contact screen, it is available in a number of different places in HuBERT...

Prescreen

...including a button in Prescreen;

ParticipantList

An icon on the Participant List;

ParticipantList1

An option in the Participant List menu;

PF

A button in the Demographics tab of the Participant Folder;

ApptScreen

And a button in the Appointment Scheduling screen.

CGS

There is also a button in the Demographics screen in the Certification Guided Script. This is the one place in HuBERT that we shouldn't use the Initial Contact and we'll see why a little later in this module.

Who

The Initial Contact screen must be completed for brand new applicants who have never been on MN WIC before, all pregnant women, and anyone who was on MN WIC before, and has a record in HuBERT, but whose last certification has ended.

Initial Contact Screen

IC

In the Initial Contact screen, the Participant's Name displays along with their State WIC ID, once it has been assigned.

The **Date**, a required field, will default to the current date.

IC1

This is saved to the database as the Initial Contact Date and is the date that the applicant/participant contacts WIC for an appointment.

In most cases, it should be the current, or default date, but it can be changed, if necessary, to a date within the last 30 days.

This date is important because it is used to calculate whether the processing standards were met.

IC2

The Type is also required and defaults to Phone since the majority of our appointment requests tend to be made over the phone.

<no audio> Click the **Type** drop-down.

Our other options are Walk-in, Mail and Electronic/Internet.

<no audio> Click to close the drop-down.

The **First Appointment Offered Date** is the date we first had available for an appointment.

The Processing Standards require us to record the first date offered that has an available appointment, not the first date accepted or scheduled. So, even if the applicant cannot attend an appointment on the first date and time we offer to them, this is the date we want to enter into this field.

It may not always be possible to complete this field when we first open the screen because we may not know the date of our first available appointment.

Because of this, HuBERT does not require us to enter this date.

IC3

The **WIC Category** is another required field and defaults based on what was selected in Prescreen, or if already on WIC, as it displays in Demographics.

In some instances, we may be required to select a different WIC category and we'll see this in one of the training scenarios.

All of these fields are locked and disabled during End-of-Day to ensure the information cannot be changed.

The **Migrant at Initial Contact** checkbox should be selected if the participant would be considered a migrant.

We can use the **Comments** field to explain why we don't have a First Appt Offered Date and, later, to document the date after the field has been disabled. It has a 50-character limit.

The New Contact button is enabled if a new initial contact record can be created. We'll take a look at using this button later in the module.

New to MN WIC

New

Let's take a look at new applicants/participants that don't have a record in HuBERT.

To assign a household and State WIC ID, we have to complete the Prescreen, and the Initial Contact is required.

Perri Winkle has called for an appointment.

We've already completed most of the Prescreen so go ahead and click the Initial Contact button.

<no audio> Click the **Initial Contact** button.

The date is today's date, the type is appropriate since Perri called, and the Category reflects what we selected in Prescreen.

Our agency does not serve a migrant population, so we won't be selecting the checkbox.

For the First Appointment Offered Date, we have to check the appointment scheduler because we don't know when we have an open appointment that we can offer.

Since the date isn't required, we can simply click the **OK** button.

<no audio> Click the **OK** button.

So, all we had to do to create our Initial Contact record dated 3/5/19 for Perri, was click the button, verify the information, and click OK.

NewAppt

We've completed the Prescreen and now we need to schedule an appointment.

<no audio> Click the **Schedule Appointment** checkbox.

<no audio> Click the **OK** button.

<no audio> Click the **Schedule Appointment** button or press the Enter key on the keyboard.

NewAppt1

Since Perri is pregnant, we know we need to look for the first 45-minute appointment that we can offer.

All of our appointments are filled for today.

Let's check tomorrow.

<no audio> Click Wednesday, March 6 on the calendar.

Nope. We have appointments but not long enough.

Let's check Thursday.

<no audio> Click Thursday, March 7 on the calendar

Here we go. We can offer Perri an appointment on Thursday.

NewAppt2

We should always complete the Initial Contact when we schedule the appointment.

<no audio> Click the **Initial Contact** button.

Since it's the same day the Initial Contact was created, we can still add the First Appointment Offered Date, which is March 7th.

<no audio> Click the **First Appointment Offered Date** drop-down.

<no audio> Select **March 7th**.

<no audio> Click the **OK** button to save the Initial Contact.

Remember! Even if we don't schedule the appointment for March 7th, the Processing Standards only require us to document the first appointment date available that we offered.

Pregnant Women

AllPg

All pregnant women must have a new Initial Contact created when scheduled for a certification.

This may be a pregnant women who has never been on MN WIC before;

A pregnant woman who has been on MN WIC before but isn't currently certified; and

A pregnant women who is currently on MN WIC as a postpartum participant.

Pg1

We've already discussed how we would complete the Initial Contact for a new participant in the first scenario. We would create the Initial Contact record in Prescreen then complete it when we offered her the first available appointment.

Pg2

So let's take a look at a pregnant women who has been on MN WIC before but isn't currently certified.

Isador is pregnant and has called WIC. We've found her record in HuBERT. She was previously on as Non-breastfeeding and her last certification ended in October 2016. And she doesn't have an appointment scheduled.

Let's open her Participant Folder since we probably need to update her Demographics information. Go ahead.

Pg3

As we saw earlier, the Initial Contact screen is accessible from many different areas in HuBERT, including the Demographics screen in the Participant Folder.

There really isn't any reason to open it here since it is not required if we make changes in the Participant Folder.

And generally, it will make the most sense to open the Initial Contact in the Appointment Scheduling screen when we schedule the appointment.

However, if our agency doesn't use the HuBERT appointment scheduler, then it would make sense to open it here.

It doesn't hurt anything to open it in the Participant Folder, so let's do it. Click the Initial Contact button.

Unlike when we opened the Initial Contact screen in Prescreen, none of the fields are enabled or defaulting in current dates.

And if we were to click the Close button, a new Initial Contact record would NOT be created.

The Date field is displaying 3/11/2016, an Initial Contact record that is associated with a previous certification.

And at first glance, it appears to be an incomplete Initial Contact record. Can you tell why we would say this? Click on the part of the Initial Contact screen that might indicate this.

<no script: 10 second before hints display>

Pg4

Right! The First Appointment Offered Date was never entered. Nor was a comment indicating why it wasn't.

So, how do we start a new Initial Contact? Go ahead.

Pg5

Right again. The New Contact button.

The New Contact button is disabled when an Initial Contact record exists that hasn't been linked to a cert record.

Once a cert has been completed, the system immediately links the Initial Contact record to the completed cert.

And the New Contact button becomes enabled again.

Notice the current date is now in the Date field and we can make changes to the other fields.

Our buttons also changed. The New Contact is now disabled and an OK and Cancel button have replaced the Close button.

Is there anything that doesn't look quite right? The WIC Category, perhaps?

We are completing the initial contact because Isador is pregnant and the WIC Category has defaulted to Non-breastfeeding.

This is because the WIC Category defaults the last known WIC Type.

It is our responsibility to select the appropriate WIC Category based on Isador's current WIC Type.

Go ahead and do this.

<Click the WIC Category drop-down.>

Pg6

<Select Pregnant.>

Let's assume that we do use the HuBERT scheduler and that we aren't sure when the next available appointment is since there are others scheduling appointments at our clinic today.

Save the Initial Contact and open the HuBERT Appointment Scheduling screen.

<Click OK.>

<Click the HuBERT Appointment Scheduling icon.>

<Click the Schedule Appointments button.>

Pg7

We know from earlier that we might have some appointments available on Friday. Go ahead and click on Friday, March 3.

We still have time blocks that would work to schedule a pregnancy cert so after offering an appointment on this date to Isador our next step is to complete her Initial Contact. Click the Initial Contact button.

The only thing we have yet to complete is the First Appointment Offered Date field. Again, regardless of whether Isador can accept an appointment on March 3rd, it is the first appointment offered and is the date we want to document.

Type 3/3/16 into the field and click OK.

Pg7A

Whoever schedules the appointment should complete the Initial Contact simply because that is the person who knows what appointment date was first offered.

Pg8

Now let's take a look at a pregnant woman who is currently certified as postpartum.

Today is March 13th and Olive is currently breastfeeding. She has come to the WIC clinic for a Mid-certification appointment. She's early but she just found out she's pregnant and wasn't sure if she would need to reschedule her current appointment.

It's been slower today and we explain that we have time to do her appointment now, if she does, and that though she is still breastfeeding, which is great(!), we will certify her as a pregnant woman today instead.

SO, do we need to complete an Initial Contact if Olive is in a current certification period? What do you think? Click Yes or No.

Right. An initial contact is required for ALL pregnant women, regardless of the circumstances.

Go ahead and open Olive's folder.

Pg9

This is one of the rare instances where everything aligns and we could technically complete the Initial Contact in Demographics in the certification guided script.

However, we aren't going to do that because...

Pg9A

...best practice is to always complete the Initial Contact prior to starting the CGS.

This ensures that the documentation is being completed as it should be.

In general, completing the Initial Contact in the CGS is too late.

Asking a participant if they can remember when they contacted WIC and what appointment was first offered relies on the participant's memory and may lead to inaccuracies.

The Initial Contact screen is how we document first contact. This screen defaults the current date because the Initial Contact should be created on the date of that first contact. It allows us to verify that we are complying with the Federal Processing Standards. Our ultimate objective is to ensure that we are serving participants as quickly as possible and to the best of our abilities!

It serves an important purpose and is not just "another screen to click through".

So, again, as best practice, we are always going to complete the Initial Contact prior to starting a certification.

Pg9B

There may be rare instances where, for some reason, the Initial Contact has not been completed and is required in order to be able to complete the CGS, we will have no choice but to complete it at that time and to the best of our abilities. However, it should be noted that when auditing Initial Contact records, a large number with a create date the same as the Cert Start Date is an indicator that Initial Contacts are not being completed as they should be.

OK. Back to Olive. Let's complete Olive's Initial Contact in her Participant Folder. Click on Initial Contact.

Pg10

What's first? Go ahead.

<Click the New Contact button.>

Since Olive is a Walk-in, we need to select that option from the Type drop-down. We also have to correct the default WIC Category, select Today from the First Appointment Offered Date calendar, and save the Initial Contact. Let's do all of that. Follow the hints.

<Click the Type drop-down.>

<Select Walk-in.>

<Click the WIC Category drop-down.>

<Select Pregnant.>

<Click the First Appointment Offered Date calendar drop-down.>

<Select Today.>

<Click the OK button.>

Cert End Dates & VOCs

Fundamentals

At this point, we know most of the fundamental concepts in regards to completing the Initial Contacts screen, such as...

The initial contact is required in Prescreen but doesn't have to be completed;

It should be completed by the person scheduling the appointment;

All pregnant women must have an initial contact completed; and

Initial contacts should be completed prior to starting the CGS.

Another fundamental “rule” is that an Initial Contact is required for anyone who has been, or is currently, on WIC whose last certification has ended.

This means that anyone with a Cert End Date in the past when we are scheduling an appointment should have an Initial Contact completed.

So, let’s take a look at some true or false scenarios. Indicate if an Initial Contact should be completed.

Q1

Today is March 13, 2017. Polly was on WIC but was terminated for Failure to Pick-up. We are scheduling her for a Mid-certification Assessment. Her Cert End Date is 6/30/17.

Q2

Today is April 1, 2017. We are scheduling a recertification appointment for Rollie whose cert ended yesterday (3/31/17).

Q3

Today is March 3, 2017. We are scheduling an appointment for Wally who was terminated for Certification Expired. His most recent Cert End Date was 12/31/16.

Q4

Today is March 15, 2017. Sully has been on MN WIC before. He has a VOC (Verification of Certification) from Texas and his Cert End Date according to the VOC is 6/30/17.

Q5

Today is March 21, 2017. Holly is on WIC as a pregnant woman. Her Cert End Date is 4/30/17. She had her baby early and is now breastfeeding and needs an appointment.

Q6

Today is March 31, 2017. We are scheduling a recertification appointment tomorrow for Dolly whose current Cert End Date is today, 3/31/17.

Q7

Today is April 5, 2017. Tully has been on MN WIC before. He has a VOC from Wisconsin with a Cert End Date of 3/31/17.

Q8

Today is March 27, 2017. We are scheduling a recertification appointment for Molly for the next time we see her in June. Her cert ends on 5/31/17.

Q9

Today is March 30, 2017. We are scheduling a recertification appointment on April 3rd for Lollie whose cert ends tomorrow, 3/31/17.

Q10

Today is April 10, 2017. Colly's cert ended on 2/28/17. She had a recert appointment scheduled three months ago for 3/7/17 but missed it and is now calling to reschedule.

Bonus Q

Today is March 15, 2017. Bubba has never been on MN WIC before but has a VOC from Wisconsin with a Cert End Date of 7/31/17. An Initial Contact record must be created.

Quiz Review

How'd you do?

One of the most important concepts to keep in mind is...

...it doesn't matter if the date the appointment is scheduled FOR is before or after the cert end date...

...but rather it's IF the Cert End Date is before or after the date WE are scheduling the appointment.

In other words, if we are scheduling the appointment and the Cert End Date is in the past, then an Initial Contact must be completed.

VOCs

VOCs follow the same rules except for the fact that Prescreen will require us to create an Initial Contact record regardless of the Cert End Date.

In instances of a VOC cert, we can simply open then close the Initial Contact, whereby we create a record but do not have to complete it.

Postpartum Women & Infants

Best Practice

Best practice is to have postpartum women call soon after their delivery to schedule appointments for herself and her baby.

When mom calls for the appointment, we can prescreen the baby and complete the Initial Contact when we schedule the appointment.

As long as mom's Cert End Date is still in the future, we don't need to complete an Initial Contact for her.

However, if she calls us to schedule her appointment after her current pregnancy certification expires, we will need to complete an Initial Contact for mom also.

Other Practices

We won't address other practices in this training module. If you have questions because your agency doesn't use the best practice method, please contact your State regional consultant. < no audio> Click button to continue.

Same-Day/Flexible Scheduling

Flex1

Some agencies use a same-day or flexible scheduling process whereby participants call in the morning on the day they want to schedule an appointment.

Remember, if there are future appointments available as may occur when using a flexible scheduling process, the first appointment offered should be documented regardless of whether the participant chooses to accept it or to call back the next day to get in earlier.

However, in some instances, there may not be any appointments available and we are going to take a quick look at what to do when this occurs and an Initial Contact needs to be completed.

Today is March 2, 2017 and Mae's mother was unable to call this morning for an appointment but now her afternoon has opened up and she is hoping we might have an appointment available for Mae.

We can easily tell whether Mae needs an Initial Contact by looking at her Cert End Date. Since it's in the past, she does. Go ahead and open the Appointment Scheduling screen.

<Click the Schedule Appointments icon.>

<Click the Schedule Appointment button.>

Flex2

Since we're scheduling a recert, we need a 30-minute appointment, which we don't have any of today.

March 3rd also has resources scheduled, so let's see if we have any appointments available tomorrow. Click on March 3 on the calendar.

Nope. Still no 30-minute appointments.

Even though we don't have an appointment available, we need to document today as the date of our Initial Contact with Mae.

Go ahead and click on Initial Contact.

The date of her previous Initial Contact was 1/10/14 so we definitely need to create a new one. Click the New Contact button.

At this point, we can't document the First Appointment Offered Date because we don't know when it's going to be so we have to leave it blank.

This is where the 50-character Comments field comes in handy.

We can explain why there isn't a first appointment offered date.

As long as our explanation is clear as to why we didn't record a First Appointment Offered Date, we can type whatever we want. Let's type: "No appts – call back Monday 3/6/17" into the Comments field to indicate we don't currently have any appointments available and we asked the participant to call back tomorrow. Click OK to save it.

Flex2A

That's all we can do for now. We ask Mae's mom to call back on Monday when we should have appointments available again.

Flex3

It's now Monday, March 6th and Mae's mom has called to schedule an appointment. A different WIC staffer answers her call.

We already checked her Cert End Date on the Participant Search screen and know that Mae needs an Initial Contact.

We also know that her First Appointment Offered Date will be today, so we multi-task and open the Initial Contact screen while talking to mom. Go ahead and click on the Initial Contact button.

Flex4

Right away it should be obvious that a new Initial Contact record already exists.

The New Contact button is disabled and the Date of the Initial Contact is just last week.

When a new Initial Contact record is created, the End-of-Day process locks and disables all of the fields so that the information can't be changed.

But we are still required to document our First Appointment Offered Date.

The Comments field is left enabled for just this purpose; to allow us to document the First Appointment Offered Date.

By doing this we can meet the requirements and, more importantly, ensure that even if Mae doesn't show for her appointment and is subsequently certified at some date that doesn't fall within the processing standards, we're covered.

Go ahead and enter 3/6/17 into the Comments field then click OK to save the completed Initial Contact.

No Shows & Initial Contacts

NS1

Initial Contact records are considered completed once the First Appointment Offered Date has been documented in either its date field or the Comments field.

NS2

However, if a participant is a continued no-show and isn't certified within 60 days of the date the Initial Contact record was created, the system will delete it and the Initial Contact will go back to its last completed record that is linked to a certification.

And a new Initial Contact record must once again be completed.

NS3

In general, never assume the Initial Contact has been completed. If the Cert End Date is in the past and we are scheduling an appointment, we need to ensure that the participant has an Initial Contact.

NS4

Starting at the top of the Initial Contact screen, click on the two fields that indicate a new Initial Contact is needed if we've already ascertained the participant's Cert End Date is in the past.

End

This concludes the training on the Initial Contact. We appreciate you taking the time to review this information provided by the MN Department of Health WIC Program.