

## **330.50**

# **Operation Reports**

### **Overview**

#### **Introduction**

This policy describes the characteristics and suggested uses for data system Operation Reports.

#### **In this Policy**

A description of the Operations Reports is located on the following pages. More detailed descriptions of the reports can be found by using the “User Help” function in the WIC data system.

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## Operations Reports

<b>Report Location</b>	<b>Report Name</b>	<b>Description</b>	<b>Comments</b>
EBT Operations	EBT Card LA/Clinic Adjustments	This report contains counts and details regarding eWIC card inventory adjustments made by inventory points. These inventory adjustments track cards that were accepted into their inventory, but were not available for use because something happened (lost, stolen, damaged).	Iowa does not utilize the point system at this time for this report to populate.
EBT Operations	EBT Card Local Agency Count Summary	This report contains counts regarding the use of the eWIC cards (cards issued and replaced).	
EBT Operations	EBT Cards Issued Disposition	This report shows the eWIC cards issued and replaced.	Issued and Replaced is where the activity happened, not where the family currently is.
EBT Operations	EBT Replacement Cards	This report shows the details of replaced eWIC cards with a comparison summary of active cards against issued and replaced based on selection <b>parameters.</b>	An active card is one defined to have food with an FDTU that is within the date parameters. This implies that for a static month state, the first of a month will always be needed for the report to have meaning.
EBT Operations	Received Not Verified Card Inventory	This report is used to show the State Office what shipments were not verified by users at the eWIC card inventory points.	
EBT Operations	Vault Snapshot	This report contains counts and details regarding the cards that are found in an inventory point's vault.	There are two sections to this report. The first section contains the inventory points unassigned eWIC card inventory. The second section contains the outside cards

Report Location	Report Name	Description	Comments
			that have been placed in the vault until they are removed according to state procedures.
Inventory Operations	Non-Serialized Inventory Order Received Summary	This report is used to track the amount of non-serialized inventory received at the clinic.	Iowa does not utilize Focus for inventory control at this time for this report to populate.
Inventory Operations	Non-Serialized Inventory Order Received Detail	This report is used to track the total amount of non-serialized inventory received at each clinic with clinic totals.	Iowa does not utilize Focus for inventory control at this time for this report to populate.
Inventory Operations	Serialized Inventory	This report shows the type and serial number of all the serialized inventory (breast pumps) items in the local agency/clinic and when they were added into Focus.	May be used to view the total number, serial number and date the pump was added to Focus.  Serialized Inventory is maintained through Operations – Non-Serialized Inventory- Serialized Inventory.
Monitoring Operations	Clinic Monitoring	This report is used to determine state and local agency information regarding the percentage of participants not receiving nutrition education contacts, participants receiving no income, the percentage of infants, the percentage of multiple births, the percentage of certification appointments, the percentage of no shows, and the percentage of outside hours.	The report parameters for percentage of outside hours is set with the Issuance Start Time and Issuance End Time which are set before the report is run. The time frame for this report is the previous full month.
Monitoring Operations	Clinic Profile	This report calculates: -Ratio of FTE (professional and paraprofessional) to participants. -Ratio of FTE (professional and	Iowa does not utilize Focus with Clinic Staff Profiles at this time for this report to populate.

Report Location	Report Name	Description	Comments
		paraprofessional) to High Risk participants -Ratio of FTE (professional and paraprofessional) to Low Risk participants	
Monitoring Operations	C&A Tailored Package Usage Report	This report shows the names of participants that were issued a tailored food packages that used combine and average food items.	Iowa is not using the Combined and Average feature.
Monitoring Operations	Family Customer Service Log	This report provides a detailed list of the customer services and civil rights complaints and their resolutions.	Policy 320.40 still must be followed.
Monitoring Operations	Interstate Dual Participation	Show a list of potential dual participation candidates from other states on an MPSC system.	The Interstate Dual Participation Report is the result of a two-step process that reads an input file from another state's WIC system and produces list a of potential dual participation candidates. The first step is to load the other state's input file (done by the Interstate Dual Participation batch process). This report is the second step.
Monitoring Operations	LA Eligibility Performance	This report shows the number of women, infant and children that are eligible and the number of women, infant and children that are participating on WIC.	
Monitoring Operations	Local Agency Profile	This report provides the number of FTE and staff type to participant ratios, clinic and local agency participants, percentage of participants to enrolled and the cost	Iowa does not utilize Focus with Clinic Staff Profiles at this time for this report to populate.

<b>Report Location</b>	<b>Report Name</b>	<b>Description</b>	<b>Comments</b>
		per participant.	
Monitoring Operations	No Show	This report shows the total number of appointment types, the number of no shows and the percentage of no shows to total appointments.	This report pulls data only for appointments marked as “No Shows”.
Monitoring Operations	Part Violations, Sanctions and Claims	This report shows the last 12 months of participant violations, sanctions and claims.	The parameters selected is the end month for the report and the report will show the previous 12 months.
Time Study Operations	Time Study FTE	This report shows the number of FTEs and hours spent within Client Services, Nutrition Education, Breastfeeding and Administrative operations. Report also lists out individual staff names and their hours spend in each area.	Iowa does not utilize Focus with Clinic Staff Profiles at this time for this report to populate.
Time Study Operations	Time Study Payroll	This report shows the percentage of hours per staff member for each of the time study areas (client services, nutrition education, breastfeeding, administration)	Iowa does not utilize Focus with Clinic Staff Profiles at this time for this report to populate.
Time Study Operations	Non Scheduled Activity	This report shows the variety of nonscheduled activities that consume staff time.	Iowa does not utilize Focus with Clinic Staff Profiles at this time for this report to populate.
WIC Outreach Operations Reports	WIC Outreach Activity	This report shows the outreach activities that were completed over the last 12 months.	A local agency must enter information into the Outreach Log in Operations in order to generate this report.
WIC Outreach Operations Reports	WIC Outreach Mailing Labels	This report formats outreach agency addresses so that it can be saved to an Excel Spreadsheet.	The address listed is the physical address and not the mailing address if one is listed in the Contact/Address panel.

Report Location	Report Name	Description	Comments
			Organizations are maintained through – System Administration – Clinic Services Administration – Organizations.
WIC Outreach Operations Reports	WIC Outreach Organization Listing	This report lists all your agency's outreach organizations with their contact information.	Organizations are maintained through – System Administration – Clinic Services Administration – Organizations.

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